Introductory Certificate

The APM Project Fundamentals Qualification

Online Examination – User Manual

Version 3: 16th December 2013

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Overview

This user manual is designed to show you how to manage an exam candidate from point of booking IC online, through to taking the examination either in the classroom (for self-invigilators) or with live online proctoring.

To access the administration system put the following URL into your browser:

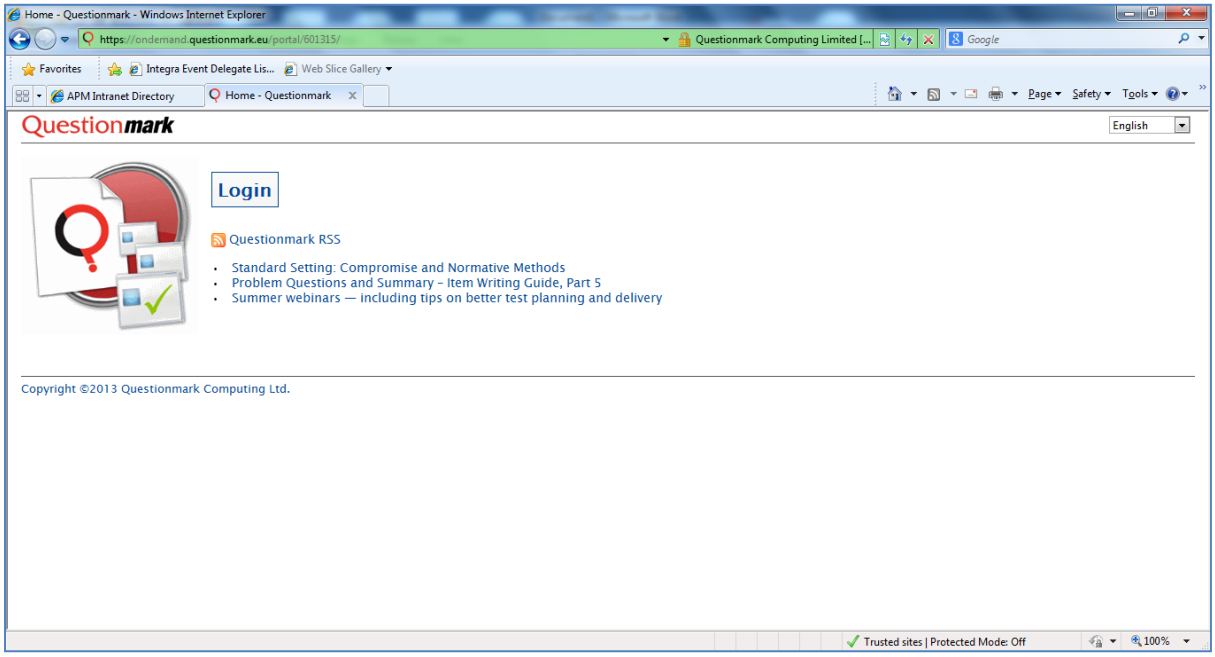
https://ondemand.questionmark.eu/portal/601315/

You have been allocated two Group areas: Two main groups have been set up: 1 for classroom exams and one for online proctored candidates.

These groups are Your Company Name and Your Company Name-ProctorU.

The master administrator has been set up by APM and details of their username and password have been sent in the email confirmation from APM's Accreditation Officer to your designated main Adminstrator. After logging in you will be able to set up additional administrators and sub-groups which will enable you to manage your candidates and their exams.

When you open the above URL you will see the welcome screen below


Home - Questionmark - Windows Internet Explorer
Questionmark
English
Login
Questionmark RSS
Standard Setting: Compromise and Normative Methods
Problem Questions and Summary – Item Writing Guide, Part 5
Summer webinars — including tips on better test planning and delivery
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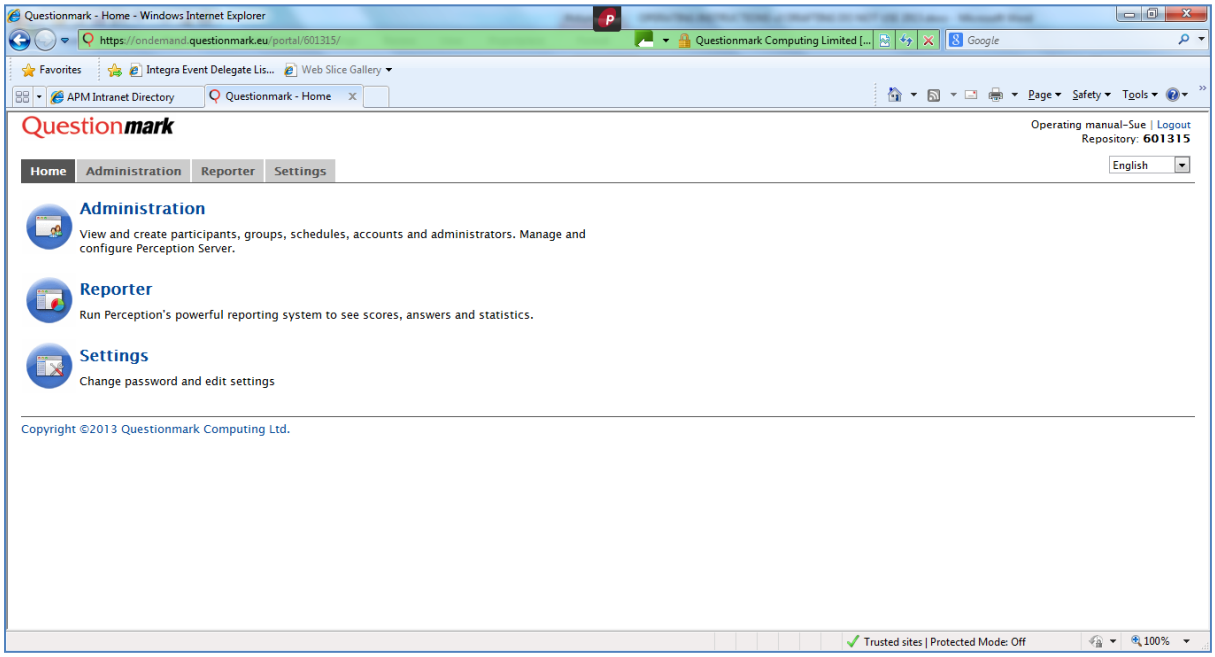
Click Login

The next screen you see will be the home screen offering two menu options.

Use the login name and password you have received to log in for the first time.

Changing passwords



If you wish to change the password click Settings, then User Settings to change your password.

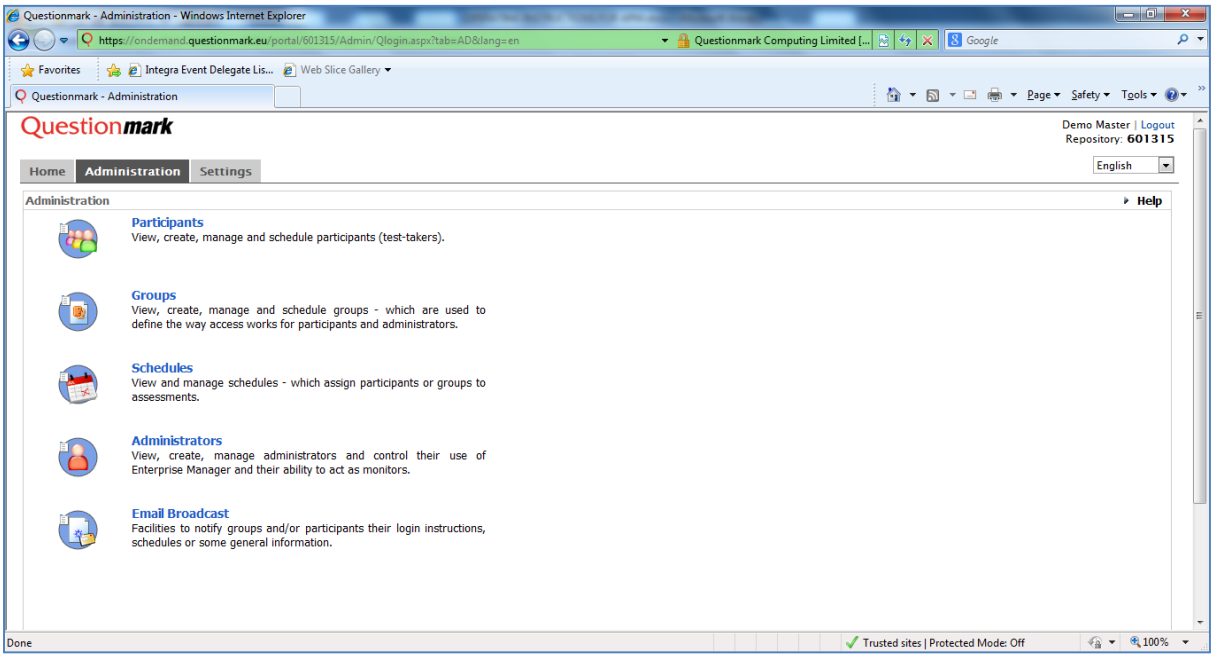
Return to the Administration screen.

Administration screen

This is the screen you will see when you choose Administration from the start menu. Each option provides specific ways to manage your candidates.

It is helpful to remember that the word 'Group' within Questionmark means 'accredited provider'and the Groups allocated to you within the system generally start with your company or institution's name.

You can only view your own Groups and candidates. There is no access to other Groups or candidates. Each Group area is completely secure.


Questionmark - Administration - Windows Internet Explorer
Questionmark - Administration
Questionmark
Demo Master | Logout
Repository: 601315
Home
Administration
Settings
English
Administration
Help
Participants
View, create, manage and schedule participants (test-takers).
Groups
View, create, manage and schedule groups - which are used to define the way access works for participants and administrators.
Schedules
View and manage schedules - which assign participants or groups to assessments.
Administrators
View, create, manage administrators and control their use of Enterprise Manager and their ability to act as monitors.
Email Broadcast
Facilities to notify groups and/or participants their login instructions, schedules or some general information.
Done
Trusted sites | Protected Mode: Off
100%

The terms used within Questionmark to describe the menu areas are:

Participants = This option allows you to create, manage and schedule (make exam available) to candidates.

Groups = This option allows you to make sub-groups within your own group area which you can use to manage exam events, groups or cohorts of candidates in the way you choose.

Schedules = This option allows you to make an exam available to either individual participants or groups of participants.

Administrators = This option allows you to manage your own administrators and to give them access rights according to their requirements. Each administrator within your group can have full or specific access rights to manage your area.

Email Broadcast = There is a facility within Questionmark to 'broadcast' an email to individuals or all participants within your group or sub-group.

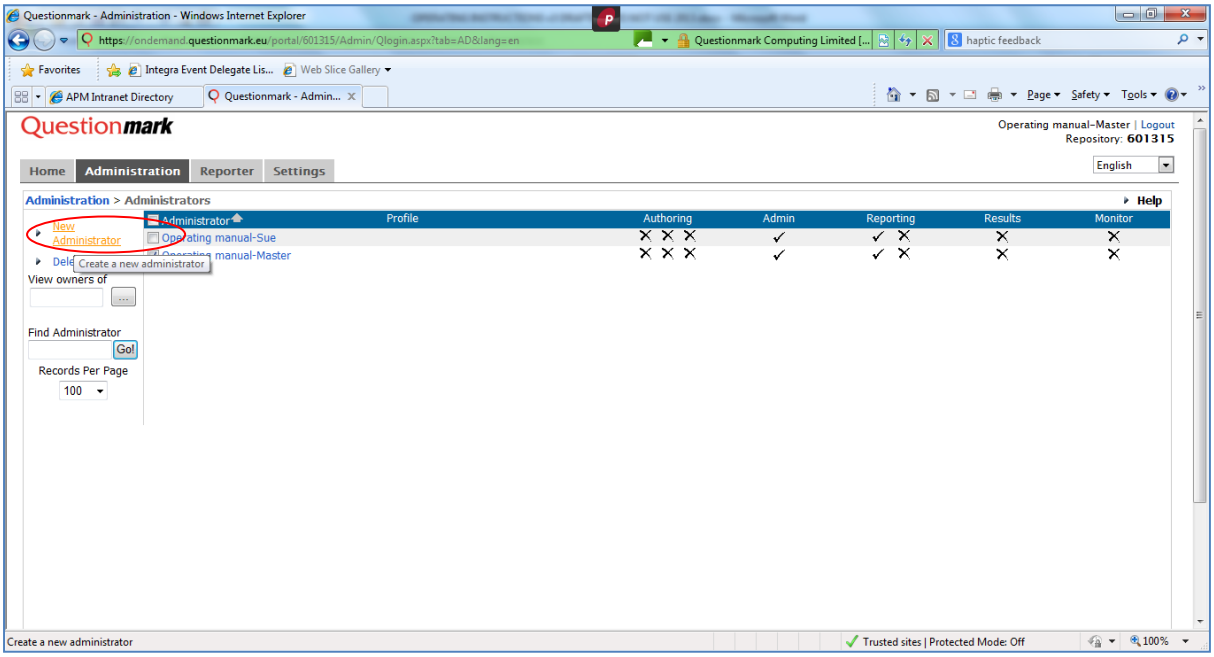
Managing your area of the system

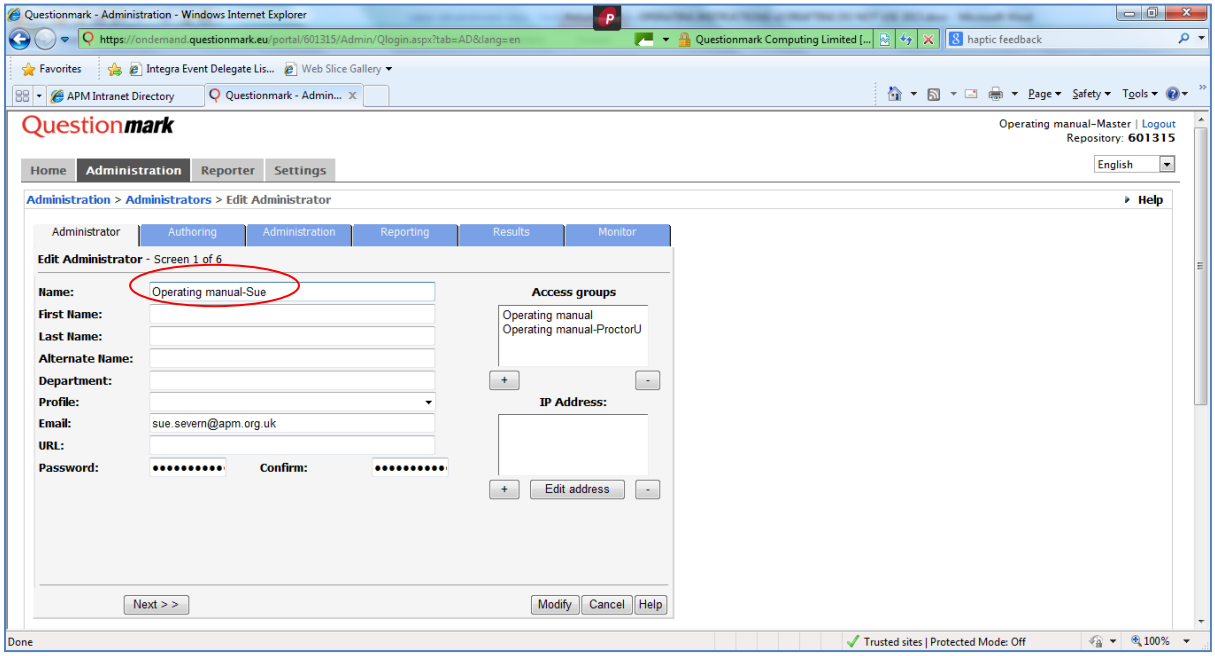
The following pages specify the way in which you can manage your own area of the system.

Add and change administrators

From the Administration menu select Administrators. A list of administrators will be shown.

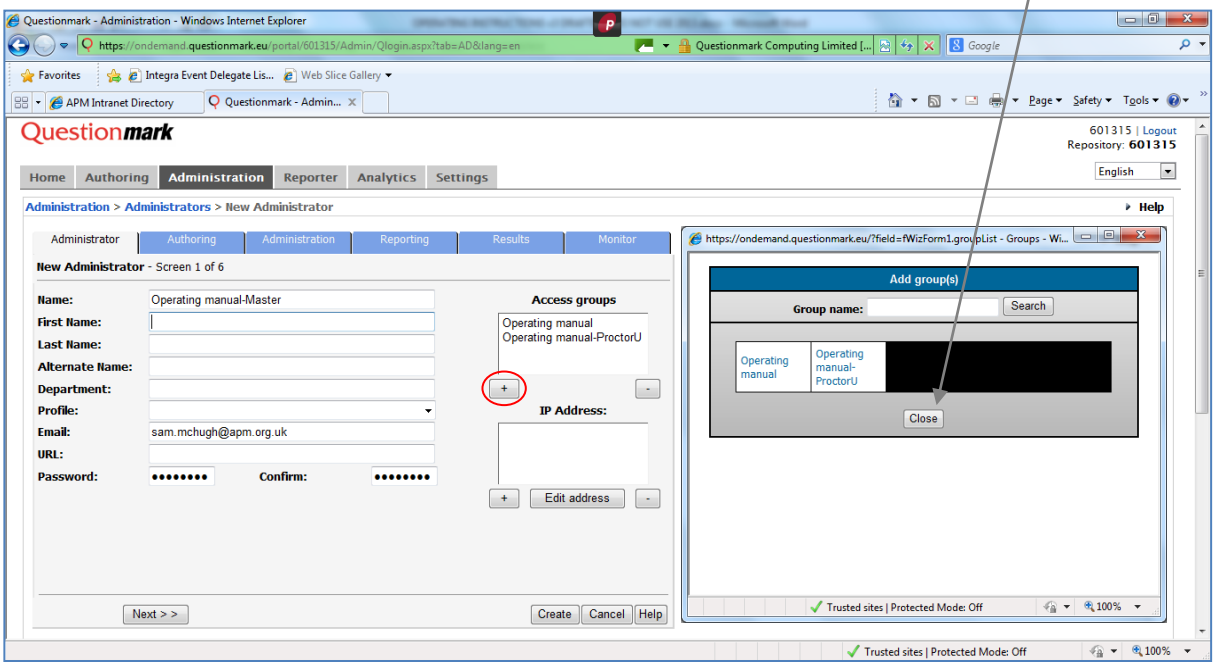
Select your master administrator by ticking the box next to their name and then click New Administrator.





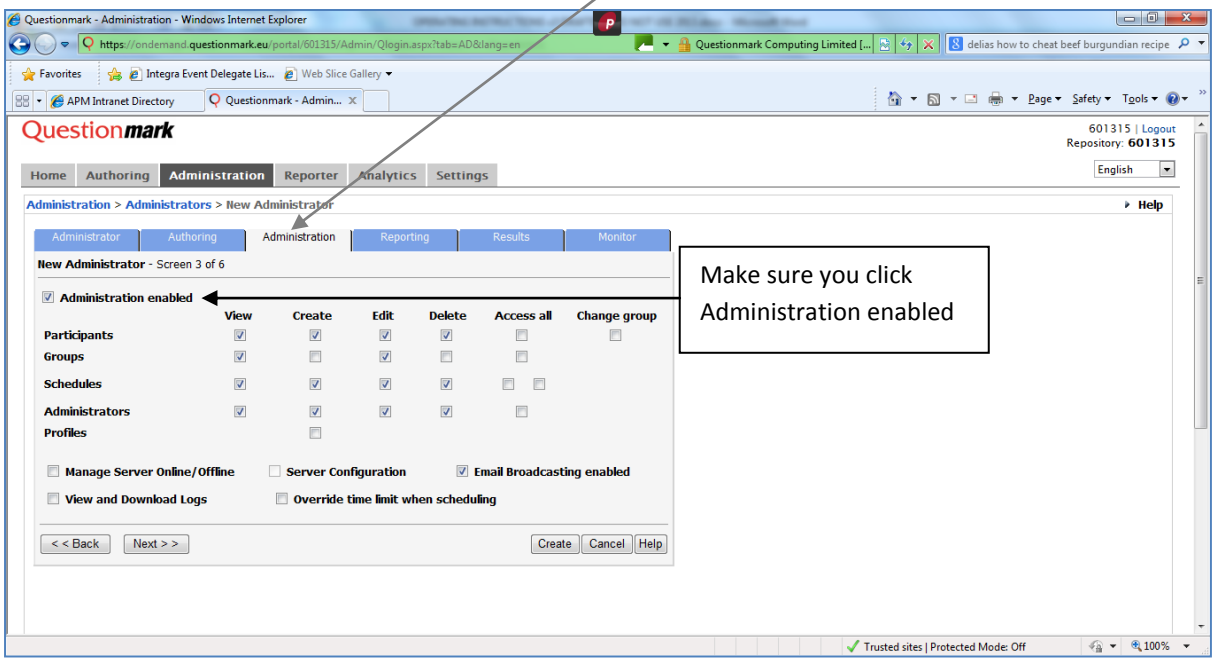
Add your new administrator with your Group name first and then their first name as shown. Complete as shown above including their personal email address and make the password 'password'.

You need to give your administrators access to your groups. Click the + button, select both your main Group and ProctorU Groups from the pop-up menu by clicking on their names. Click the close button on the pop-up menu. Click the Next tab to move to the next screen.



The next step is to give each Administrator personal access rights to the system. Administrators can be given access to the administration functions only. The Authoring, Results and Monitoring functions are not available to administrators.

To give the new Administrator access rights, click on the Administration tab you can move through the screens either by clicking Next or the appropriate tab.

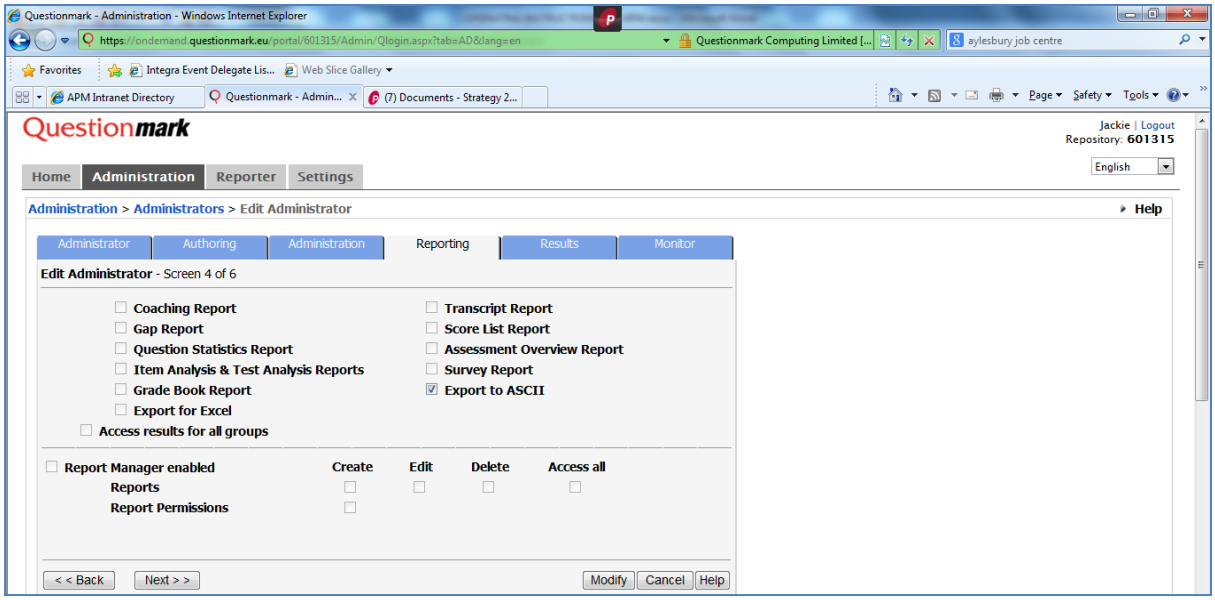


This screen shows the maximum administration permissions available.

APM envisages that you will set up your administrators to allow them to manage all functions, or just specific tasks such as Scheduling, (making the exam available to candidates or groups).

When you have ticked the appropriate boxes click Next to move to the Reporting tab.

Reporting tab

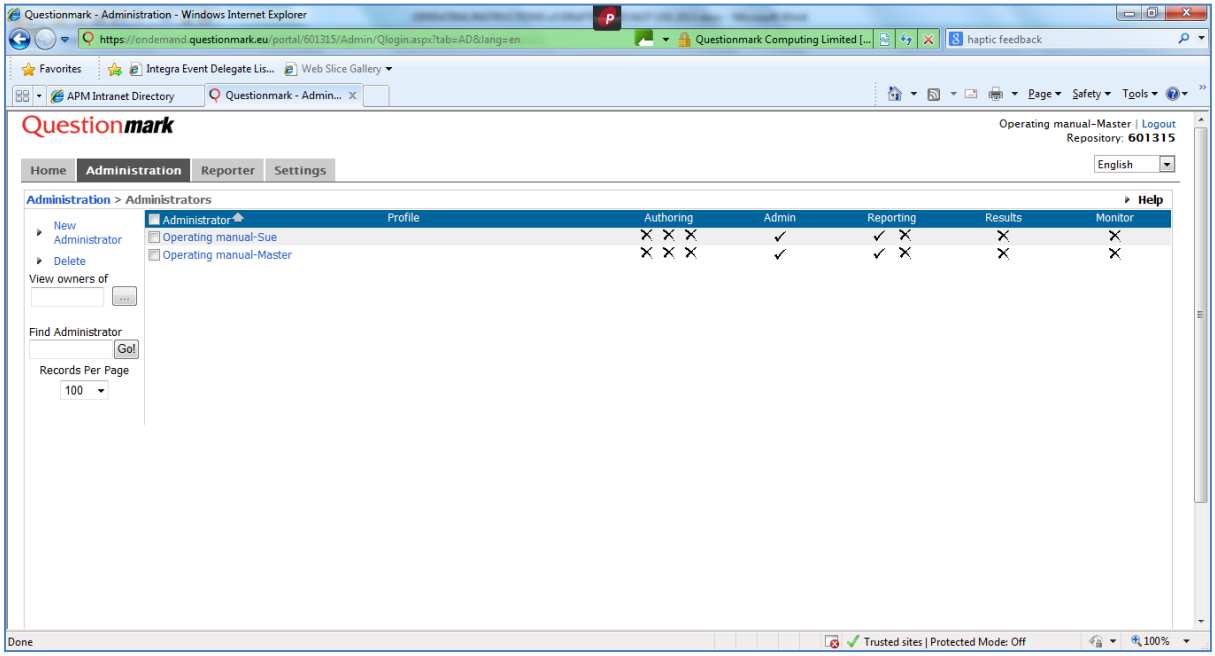


In the Reporting tab tick Export to ASCII. This is the only report available to Administrators.

Profiles are not used within APM's Questionmark system they refer to 'standard' administrator roles.

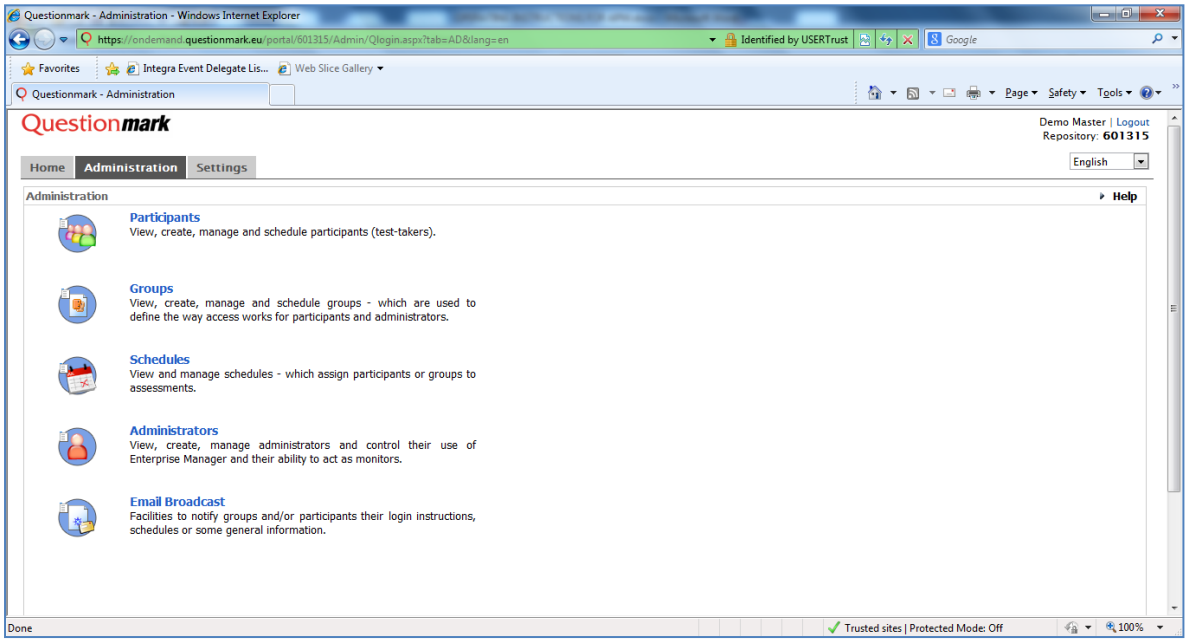
Click Modify to save the new Administrator.

The new Administrator will now be shown in your list of administrators within the Administrators tab. You can amend their access rights or delete them by ticking the box next to their name and clicking Delete or highlighting their name and clicking to open their record.

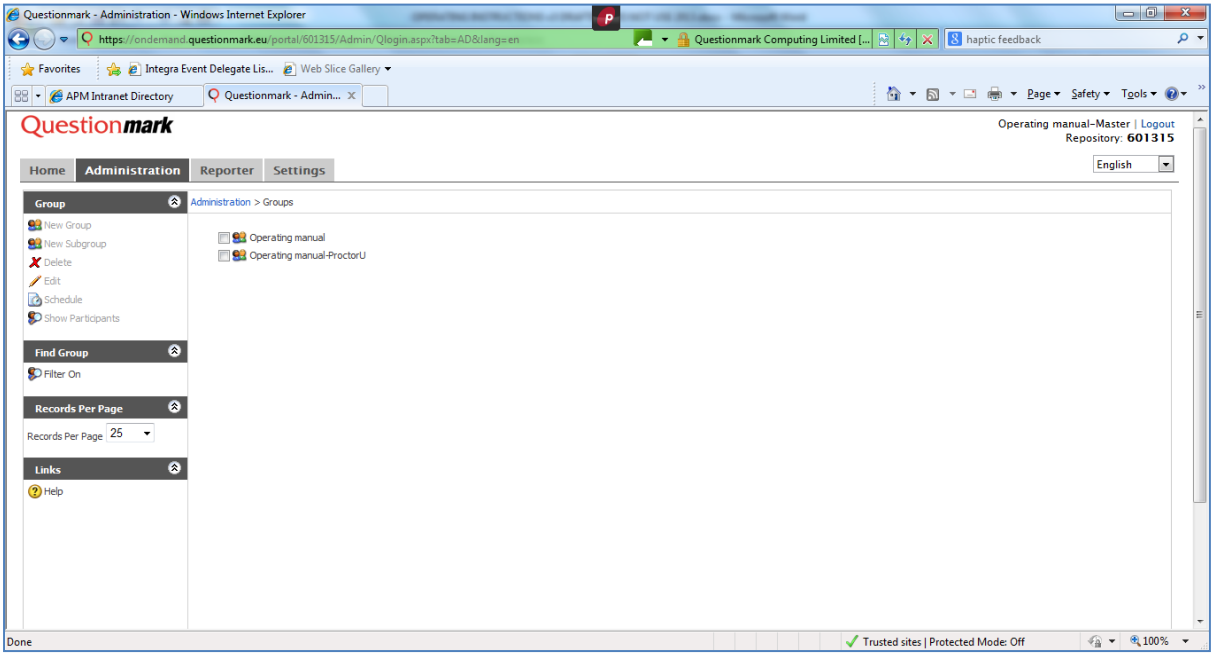


Creating sub-Groups

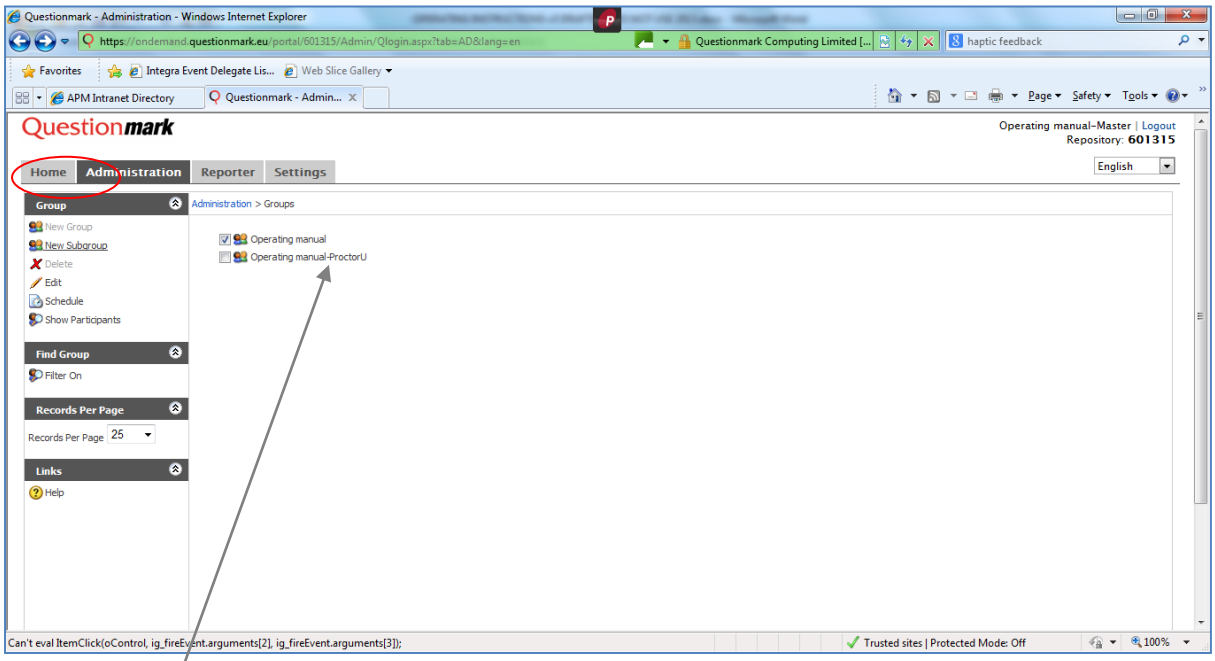
Creating sub-groups is important if you wish to simplify the organisation of, and searching for, specific candidate records. It allows you to list candidates for specific examination events, or corporate clients for example.


Questionmark - Administration - Windows Internet Explorer
Questionmark
Demo Master | Logout
Repository: 601315
Home
Administration
Settings
English
Administration
Help
Participants
View, create, manage and schedule participants (test-takers).
Groups
View, create, manage and schedule groups - which are used to define the way access works for participants and administrators.
Schedules
View and manage schedules - which assign participants or groups to assessments.
Administrators
View, create, manage administrators and control their use of Enterprise Manager and their ability to act as monitors.
Email Broadcast
Facilities to notify groups and/or participants their login instructions, schedules or some general information.
Done
Trusted sites | Protected Mode: Off
100%

Choose Groups from the Administration menu and you will see your Groups listed as shown below

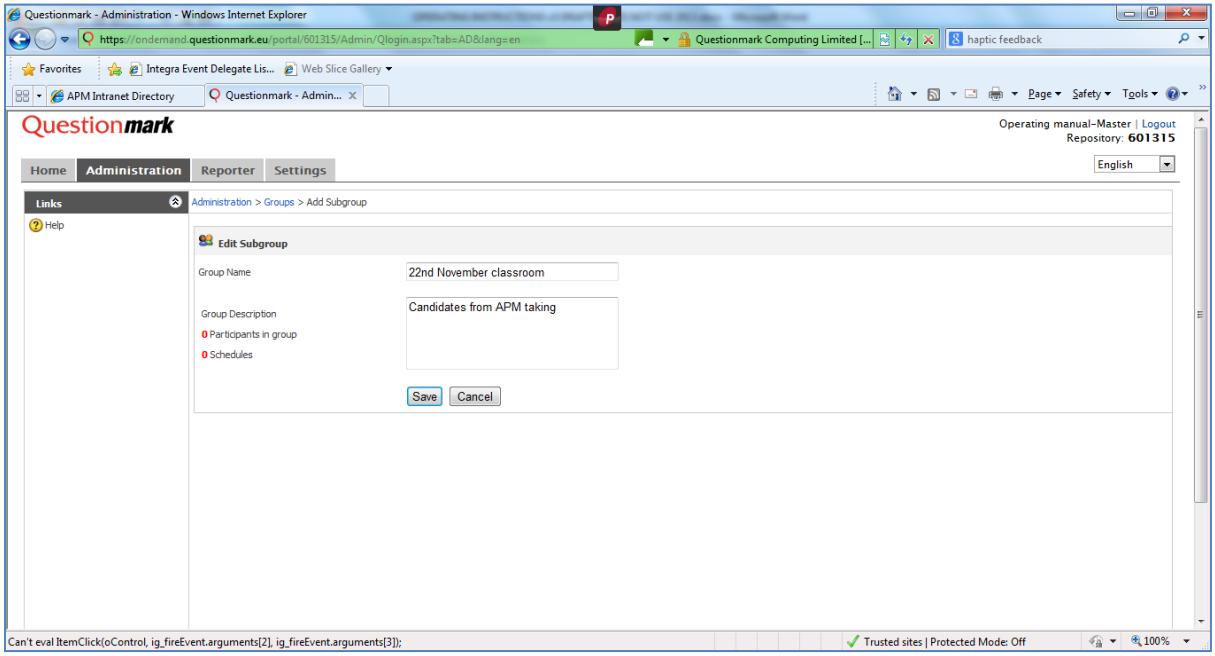

Questionmark - Administration - Windows Internet Explorer
Questionmark
Operating manual-Master | Logout
Repository: 601315
Home
Administration
Reporter
Settings
English
Group
New Group
New Subgroup
Delete
Edit
Schedule
Show Participants
Find Group
Filter On
Records Per Page
Records Per Page 25
Links
Help
Administration > Groups
Operating manual
Operating manual-ProctorU
Done
Trusted sites | Protected Mode: Off
100%

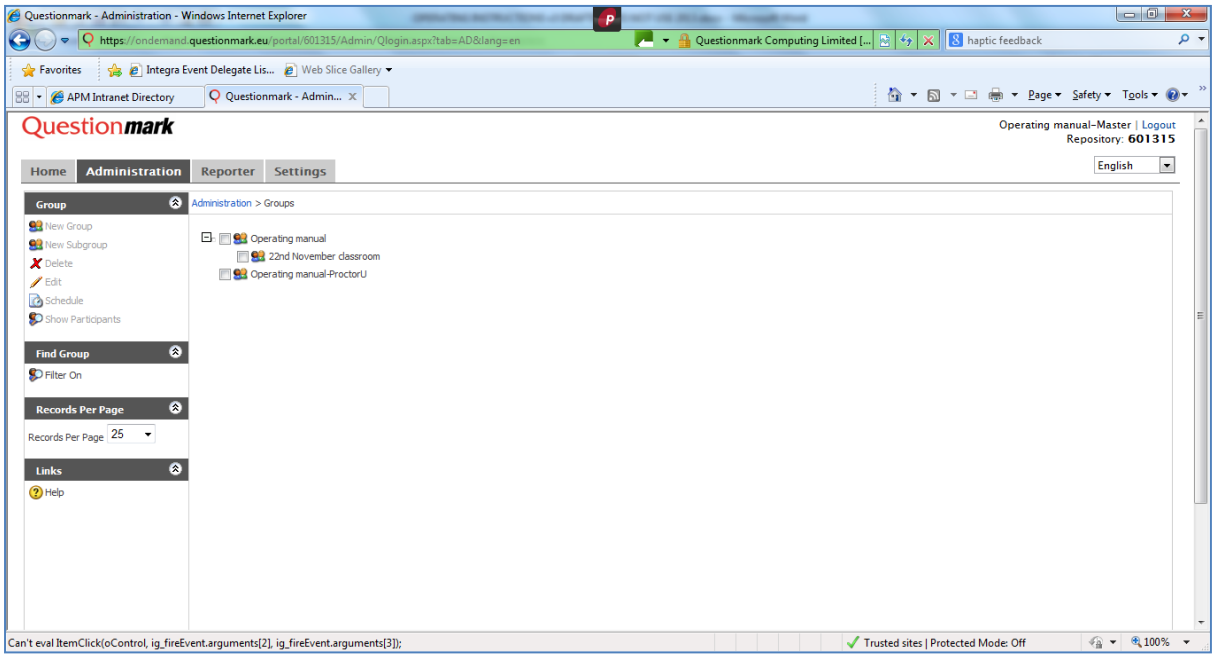
To create a sub-Group tick the box next to the main Group and click New Subgroup from the left hand menu.



PLEASE NOTE: All candidates for proctored exams must be placed in the ProctorU Group and those taking classroom exams in the main Group

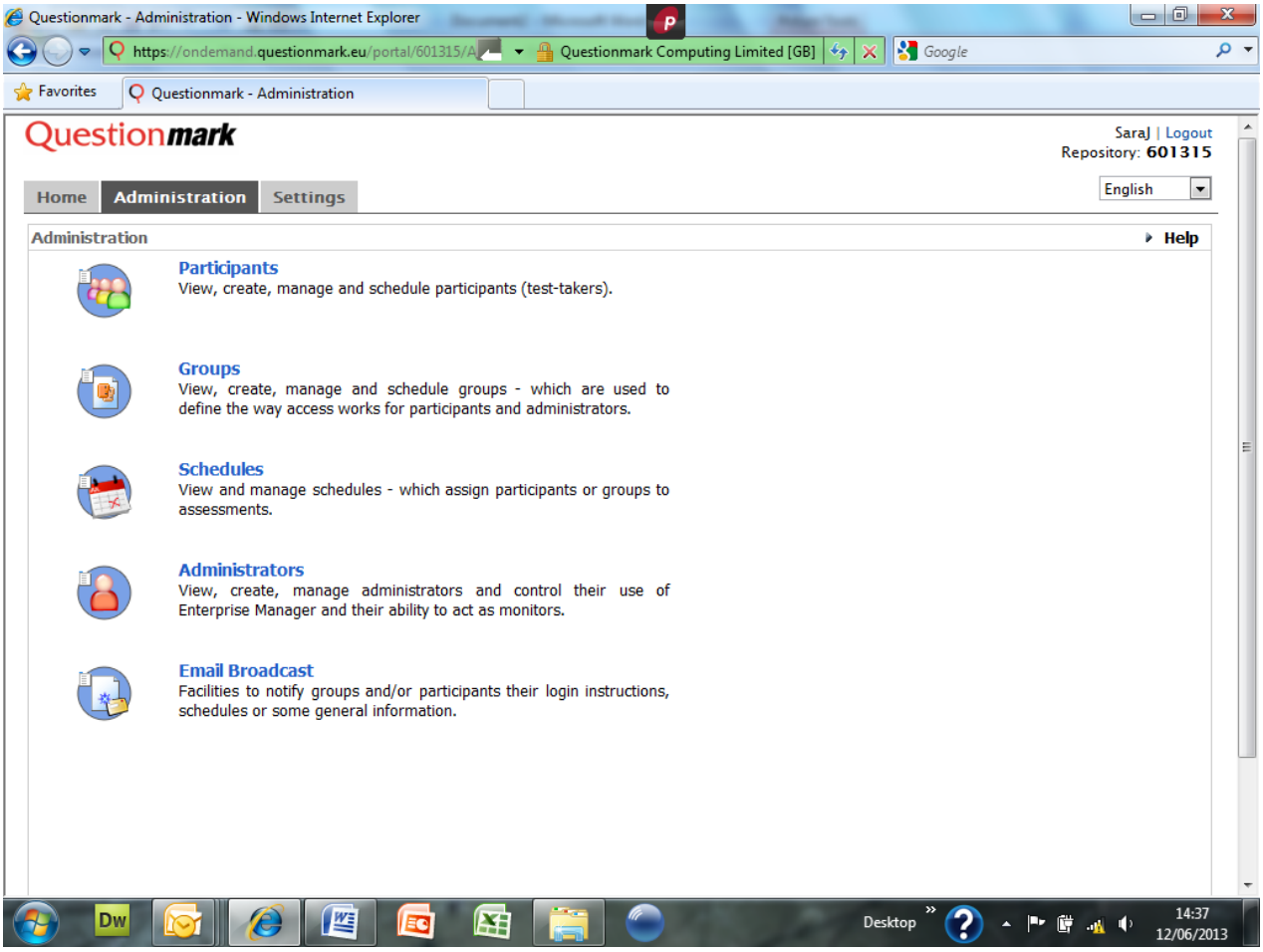
Give the sub-group a name. A description of the sub-group's purpose can be added which will be visible to other administrators if they want to check or change something. Click Save. You will see the sub-group in the Groups list.





There is no limit to the number of sub-groups you can create under your own Groups. The choice is yours and should be whatever you find most convenient. You must not delete groups. Deleting Groups would mean that the Participant data is lost. You can move Participants between Groups in the Participants tab.

Registering Participants (candidates)


Questionmark - Administration - Windows Internet Explorer
Questionmark Computing Limited [GB]
Favorites
Questionmark - Administration
Questionmark
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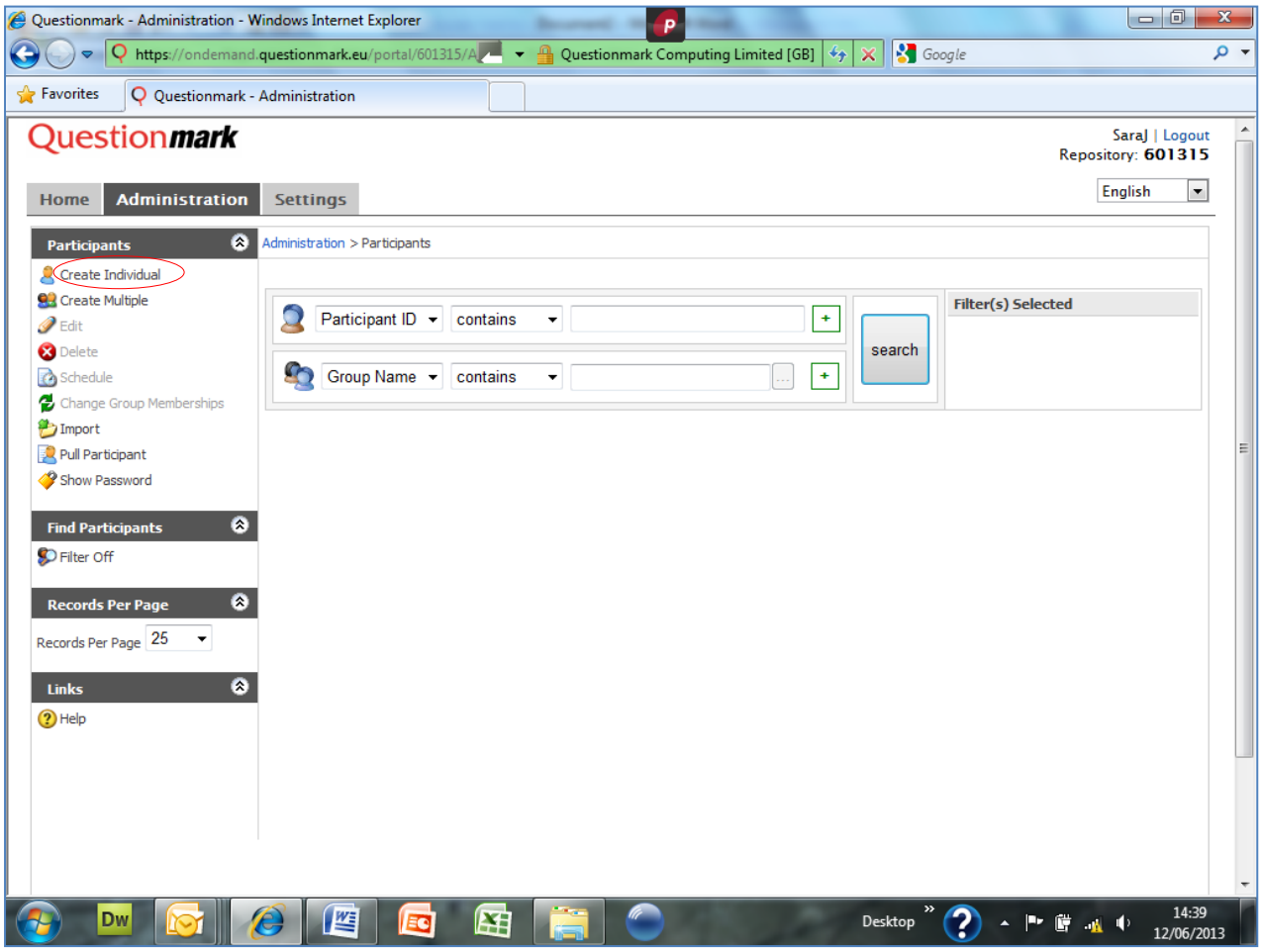
Repository: 601315
Home
Administration
Settings
English
Administration
Help
Participants
View, create, manage and schedule participants (test-takers).
Groups
View, create, manage and schedule groups - which are used to define the way access works for participants and administrators.
Schedules
View and manage schedules - which assign participants or groups to assessments.
Administrators
View, create, manage administrators and control their use of Enterprise Manager and their ability to act as monitors.
Email Broadcast
Facilities to notify groups and/or participants their login instructions, schedules or some general information.
Desktop
14:37
12/06/2013

Select 'Participants'

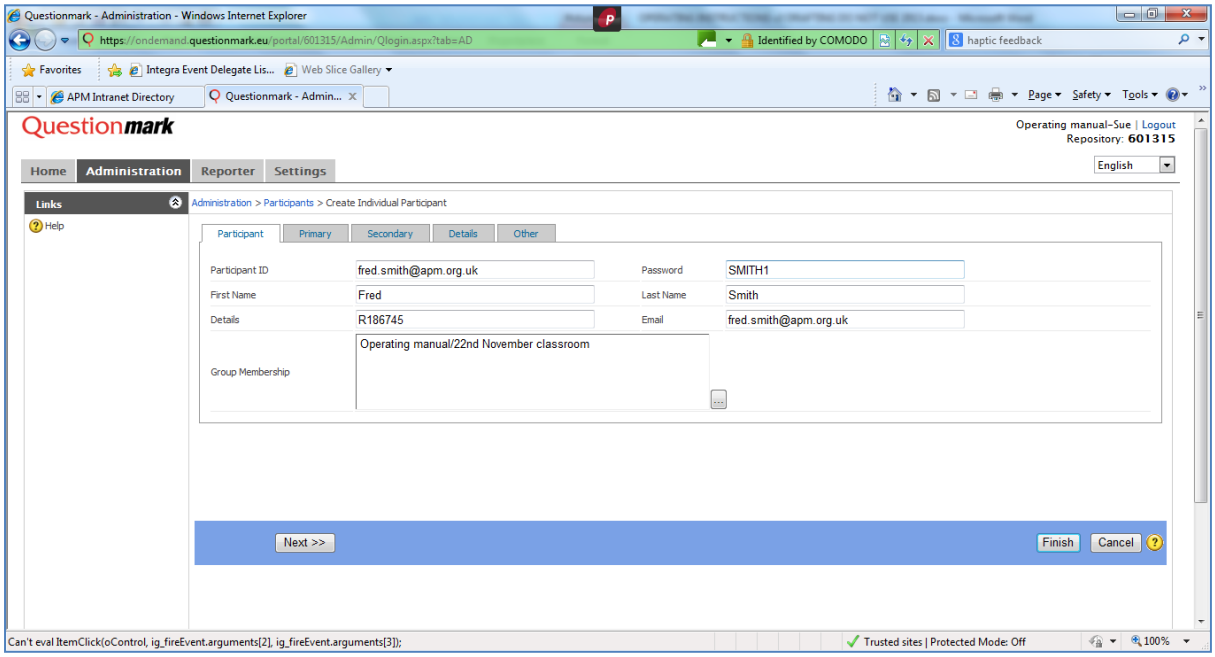
- Participants can be added in various ways
  - individually
  - as multiple lists
  - imported as a 'bulk' upload of candidates from a csv file

Creating an individual participant

To create an individual click 'Create Individual' tab on left hand toolbar in the Administration/Participants menu



An application form is not required for IC online. The only information required by APM is shown above:

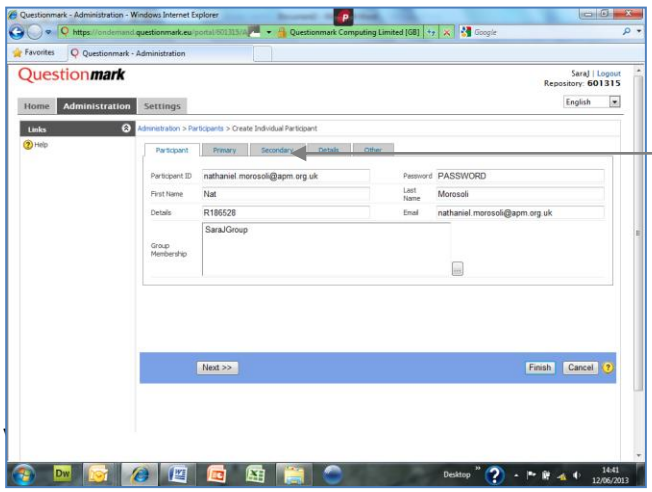


- Participant ID = email address (ensure email will be accessible via internet)
- Password = auto generated by QM – highlight the password and delete and replace

Change password to surname in capital letters.

NOTE Password for ProctorU candidates must contain a minimum of 6 characters. You should add series of letters or numbers e.g. 'DOE123' for a candidate with surname 'DOE'. This can be used for all candidates.

- First name = first name
- Last name = last name
- Details: Input APM individual membership number (if applicable) if none leave blank
- Email = same as Participant ID
- Group Membership = click ... and select the participant's Group or sub-group

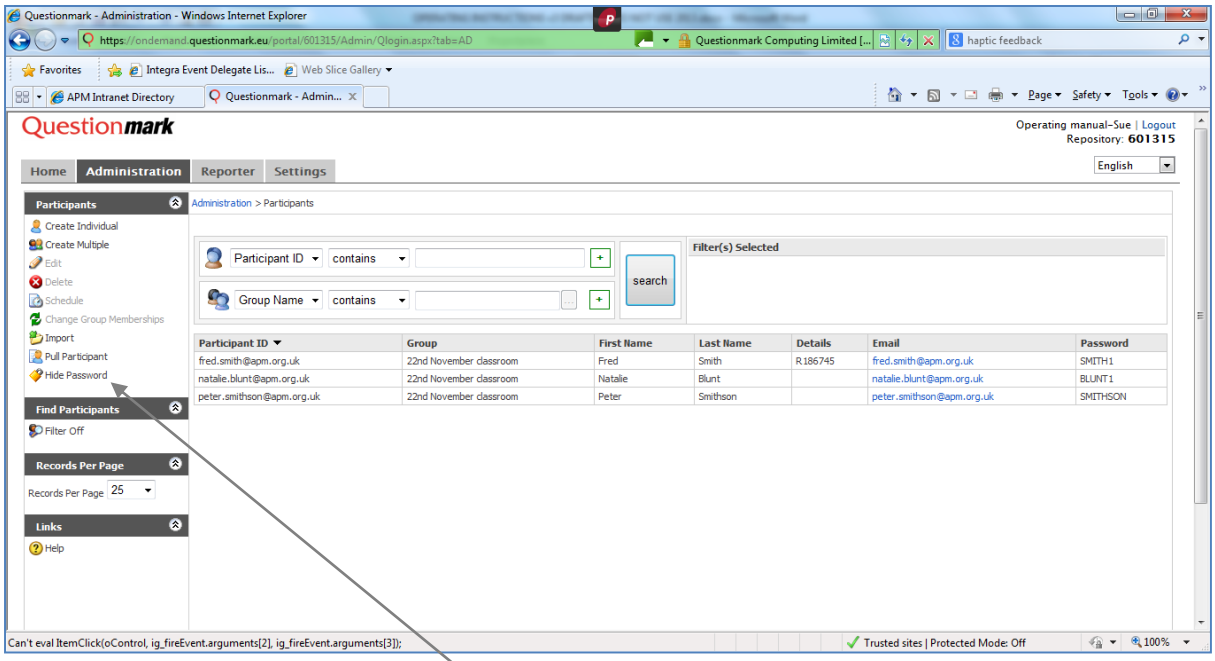


Click Finish to complete.

Administrators may use the remainder of tabs to record any additional information required.

This information will not be used by APM.

Click on Participants in menu to see a list of Participants in your Groups

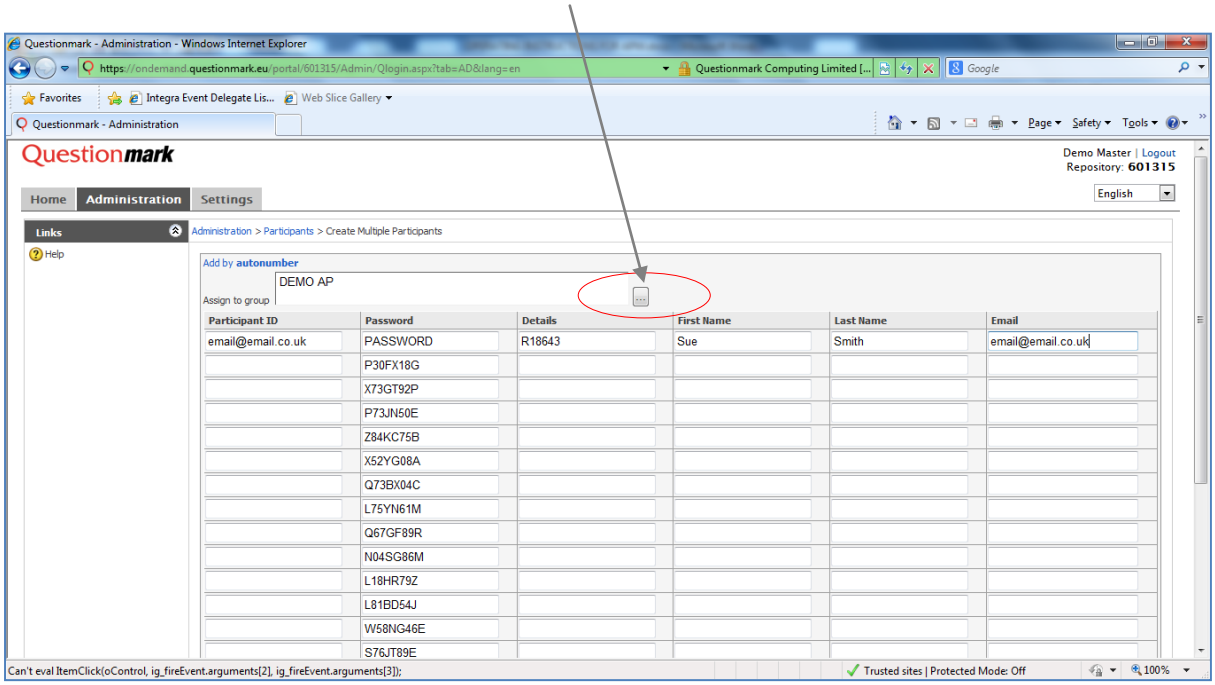


Click Show or Hide Password as required.

Creating multiple participants

You can manually add a batch of participants by clicking Create Multiple Participants on the Participants menu and completing the information on the screen above.

To start make sure you select the appropriate Group or Sub-Group.



Complete the fields as follows:

Participant ID = email address

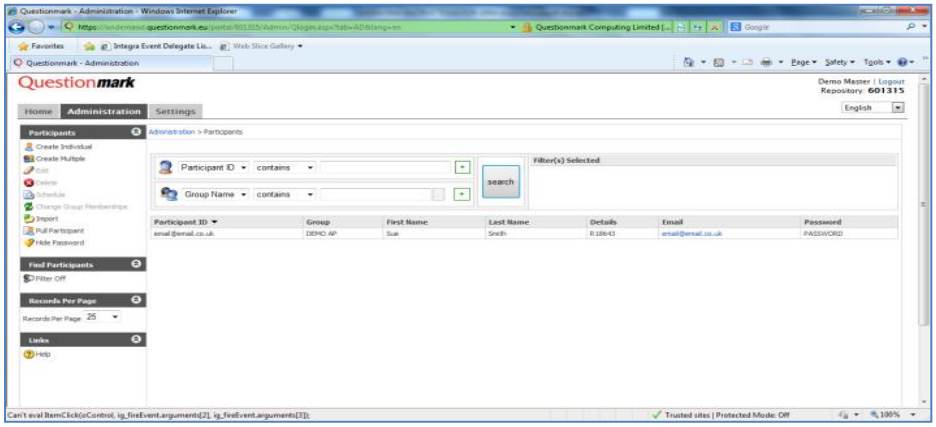
Password = See Password convention above under adding individual Participants

First name

Last name

Email = Same as Participant ID

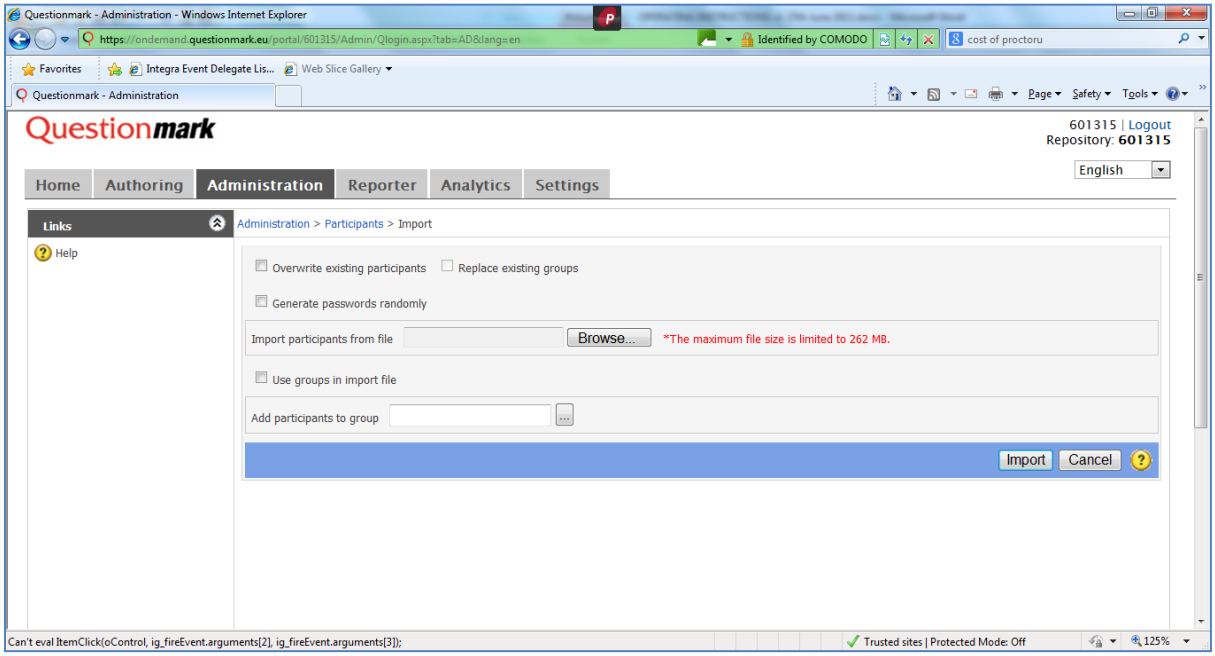
Continue to enter names/details as required and click Save & Next or Finish to save the information.



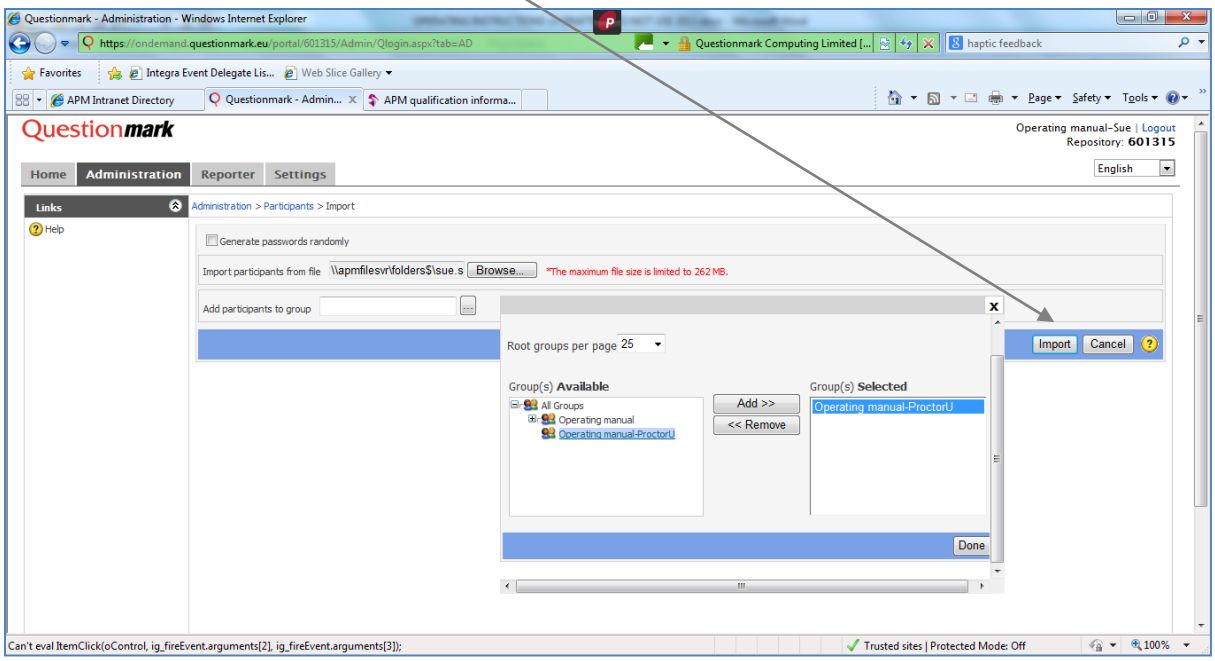
The participants will be shown in Participants tab. Their allocated Group will show in the list.

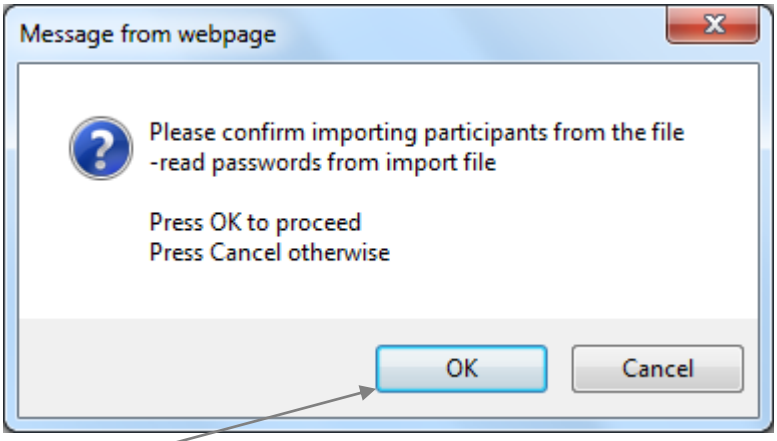
Importing a number of candidates from a csv file

Select Import from the Participant menu and the following import screen appears.

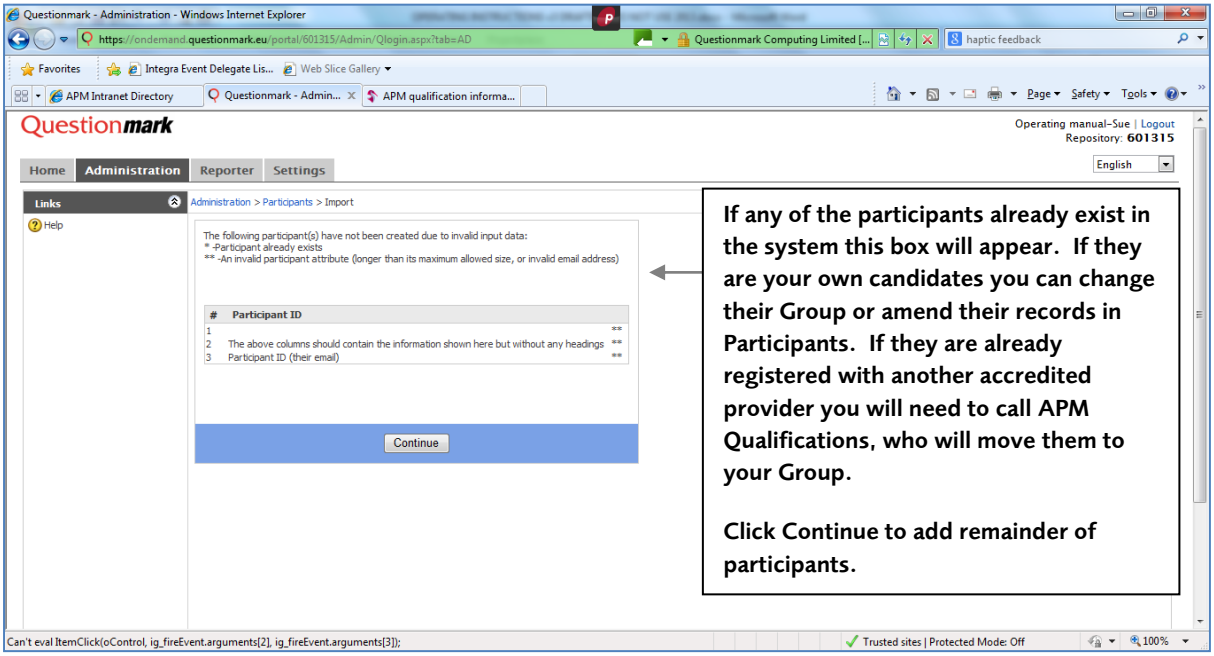


Do not tick 'generate passwords randomly'
Click Browse to find the csv file.
Assign the participants to the appropriate group or sub-group
Click Done on pop-up screen & Import

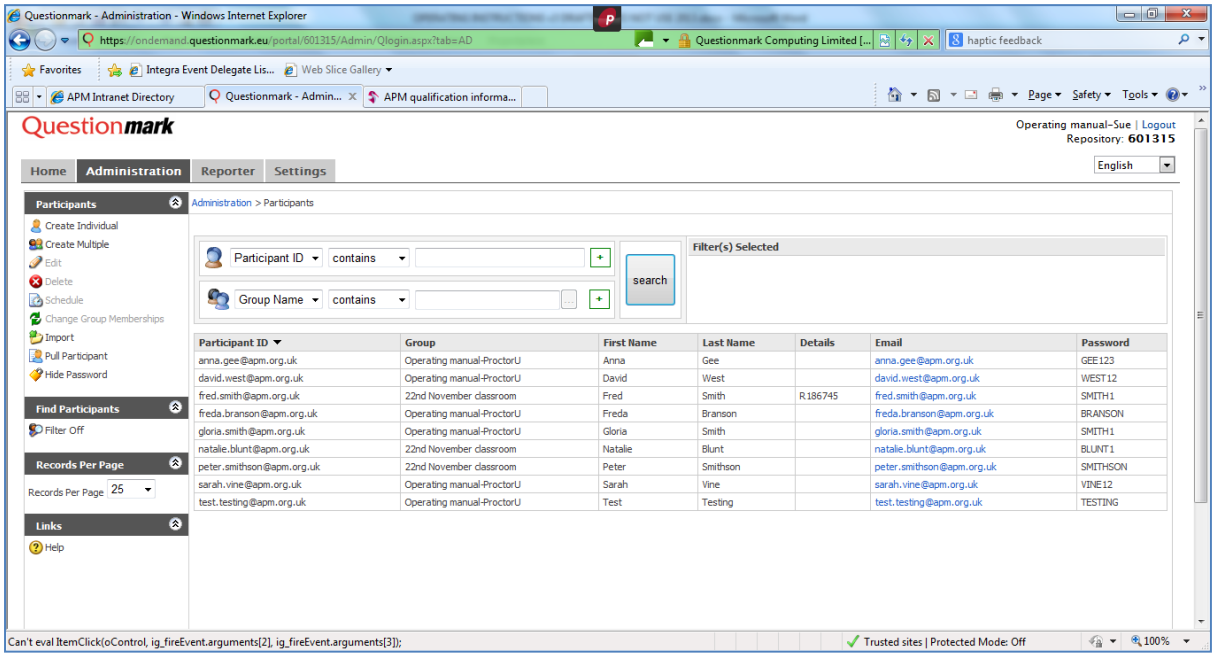




Click OK to confirm that passwords should be read from the import file.


Questionmark - Administration - Windows Internet Explorer
Questionmark
Home
Administration
Reporter
Settings
Links
Help
Administration > Participants > Import
The following participant(s) have not been created due to invalid input data:
* -Participant already exists
** -An invalid participant attribute (longer than its maximum allowed size, or invalid email address)
# Participant ID
1
2 The above columns should contain the information shown here but without any headings
3 Participant ID (their email)
Continue
If any of the participants already exist in the system this box will appear. If they are your own candidates you can change their Group or amend their records in Participants. If they are already registered with another accredited provider you will need to call APM Qualifications, who will move them to your Group.
Click Continue to add remainder of participants.

Candidates are shown in the list with their Group which gives you another check.


Questionmark - Administration - Windows Internet Explorer
Questionmark
Operating manual-Sue | Logout
Repository: 601315
Home
Administration
Reporter
Settings
English
Participants
Create Individual
Create Multiple
Edit
Delete
Schedule
Change Group Memberships
Import
Pull Participant
Hide Password
Find Participants
Filter Off
Records Per Page
Records Per Page 25
Links
Help
Administration > Participants
Participant ID contains
Group Name contains
search
Filter(s) Selected
Participant ID | Group | First Name | Last Name | Details | Email | Password
anna.gee@apm.org.uk | Operating manual-ProctorU | Anna | Gee | | anna.gee@apm.org.uk | GEE123
david.west@apm.org.uk | Operating manual-ProctorU | David | West | | david.west@apm.org.uk | WEST12
fred.smith@apm.org.uk | 22nd November classroom | Fred | Smith | R186745 | fred.smith@apm.org.uk | SMITH1
freda.branson@apm.org.uk | Operating manual-ProctorU | Freda | Branson | | freda.branson@apm.org.uk | BRANSON
gloria.smith@apm.org.uk | Operating manual-ProctorU | Gloria | Smith | | gloria.smith@apm.org.uk | SMITH1
natalie.blunt@apm.org.uk | 22nd November classroom | Natalie | Blunt | | natalie.blunt@apm.org.uk | BLUNT1
peter.smithson@apm.org.uk | 22nd November classroom | Peter | Smithson | | peter.smithson@apm.org.uk | SMITHSON
sarah.vine@apm.org.uk | Operating manual-ProctorU | Sarah | Vine | | sarah.vine@apm.org.uk | VINE12
test.testing@apm.org.uk | Operating manual-ProctorU | Test | Testing | | test.testing@apm.org.uk | TESTING
Trusted sites | Protected Mode: Off
100%

Creating a CSV file to import a list of Participants

The CSV file used to import a group of participants must be in the following format for it to work:

anna.gee@apm.org.uk		GEE123	Anna	Gee	anna.gee@apm.org.uk
david.west@apm.org.uk		WEST12	David	West	david.west@apm.org.uk
sarah.vine@apm.org.uk		VINE12	Sarah	Vine	sarah.vine@apm.org.uk
test.testing@apm.org.uk		TESTING	Test	Testing	test.testing@apm.org.uk
gloria.smith@apm.org.uk		SMITH1	Gloria	Smith	gloria.smith@apm.org.uk
freda.branson@apm.org.uk		BRANSON	Freda	Branson	freda.branson@apm.org.uk

The above columns should contain the information shown here but without any headings

Participant ID (their email)	APM Individual membership no if applicable	Password	1st name	Last name	Email (as Participant ID) used by APM to contact candidate with their result

The CSV file import looks like this when viewed in Excel:

anna.gee@apm.org.uk		GEE123	Anna	Gee	anna.gee@apm.org.uk
david.west@apm.org.uk		WEST12	David	West	david.west@apm.org.uk
sarah.vine@apm.org.uk		VINE12	Sarah	Vine	sarah.vine@apm.org.uk
test.testing@apm.org.uk		TESTING	Test	Testing	test.testing@apm.org.uk
gloria.smith@apm.org.uk		SMITH1	Gloria	Smith	gloria.smith@apm.org.uk
freda.branson@apm.org.uk		BRANSON	Freda	Branson	freda.branson@apm.org.uk

The above example shows the columns to be used in Excel without any column headings:

Column 1: Participant ID = email address

Column 2: APM membership number *if applicable*, or blank if not a member.

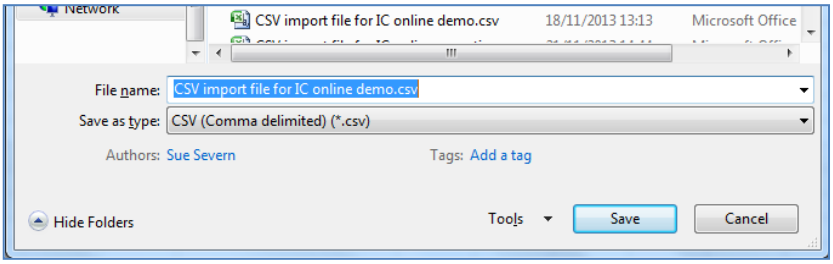
Column 3: Password

Column 4: First name

Column 5: Last name

Column 6: Email address (as column 1)

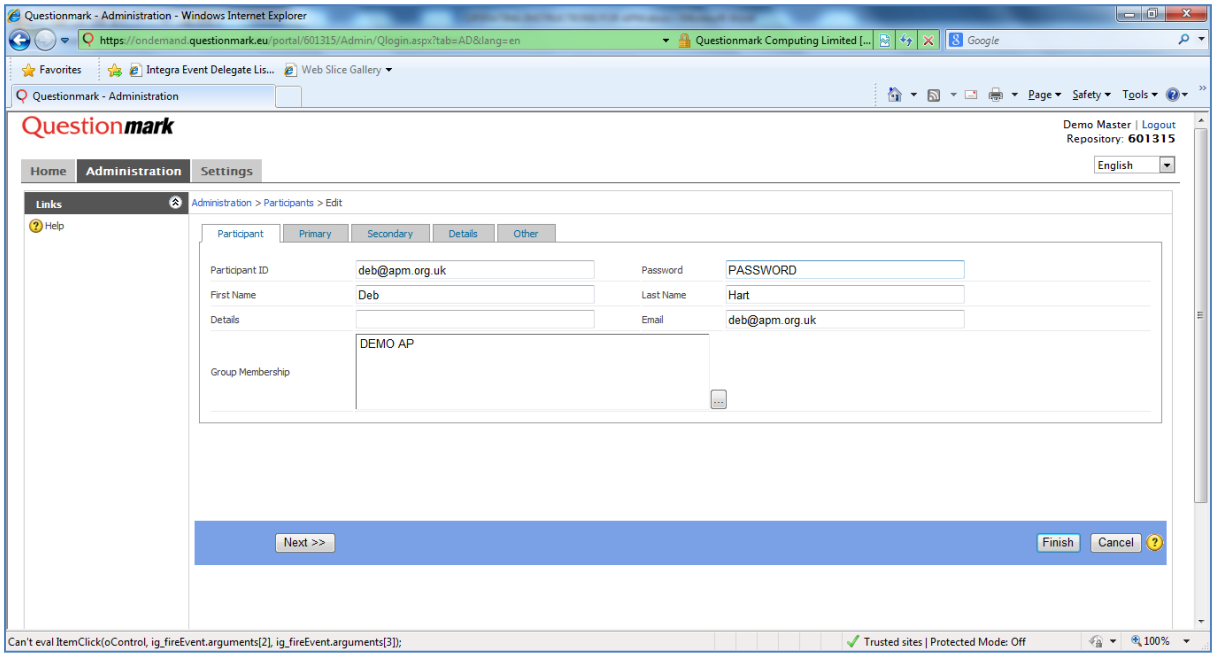
To save: Click Save as and choose CSV from the dropdown menu Save as type:



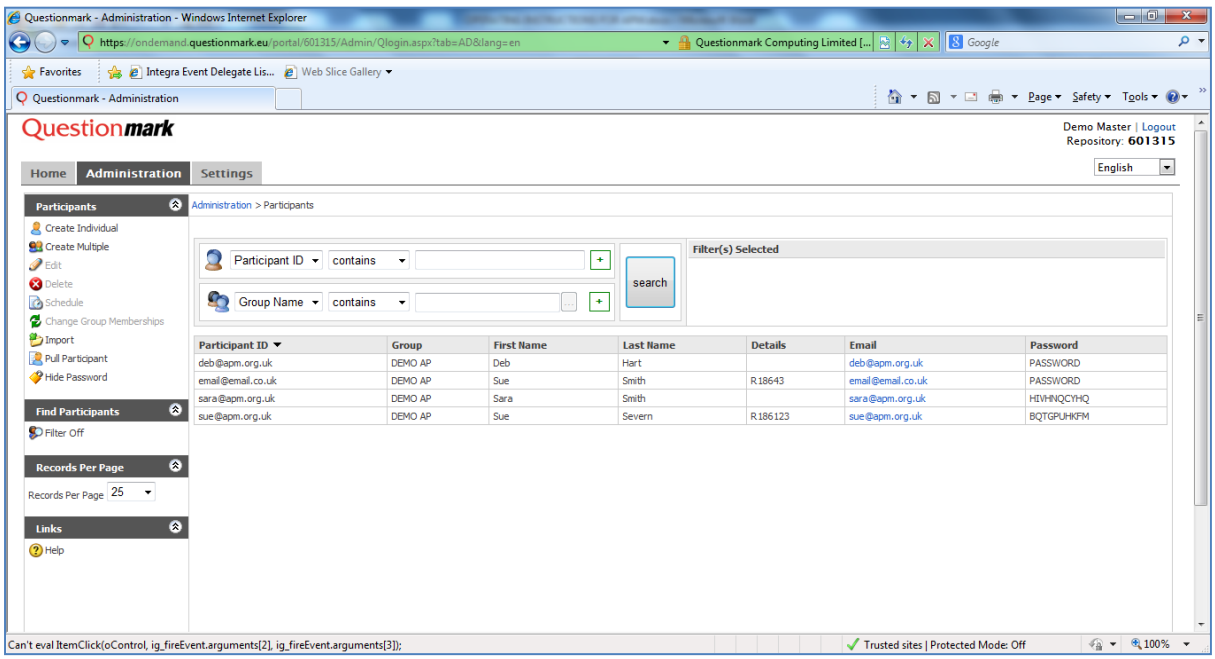
Changing Participant details

To change any of the details or password, open a Participant's record by highlighting their name, and double clicking.

In the example below, the password has been changed - just make the alterations required and click Finish to amend the record.



The participant list now shows the new passwords assigned



Making exams available to candidates

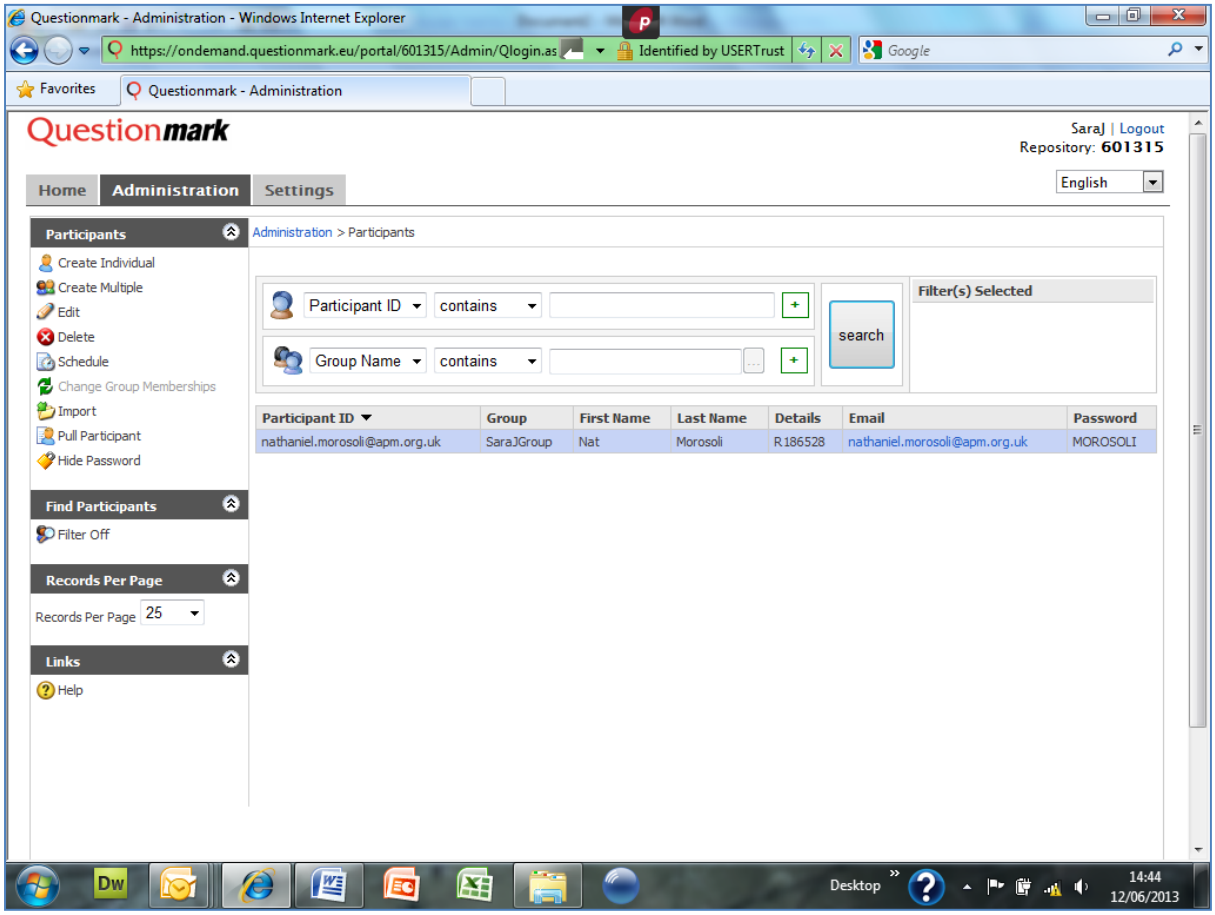
Groups and Sub-Groups need to have been set up as described in **Creating sub-Groups** (*see page 10*) before scheduling *groups* of candidates.

NOTE:
For **ProctorU candidates**: They must be Scheduled at the **Participant** level since you will not be able to identify when they are planning to take the exam.

Scheduling

In Questionmark the term 'Scheduling' means making an exam available to either one or a group of candidates.

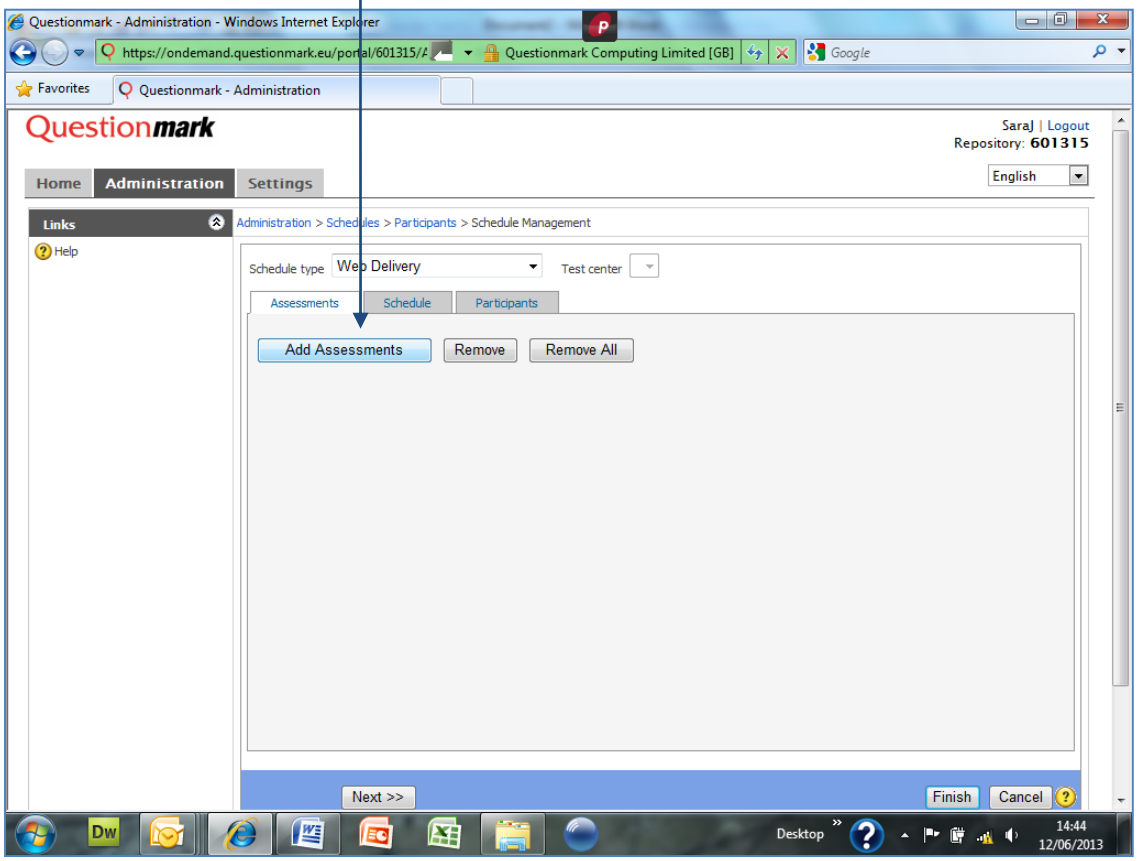
To make the exam available to individual participants select the participant's name in the Participants tab by clicking on it. Click Schedule in the left hand toolbar from the Participants menu in Administration.

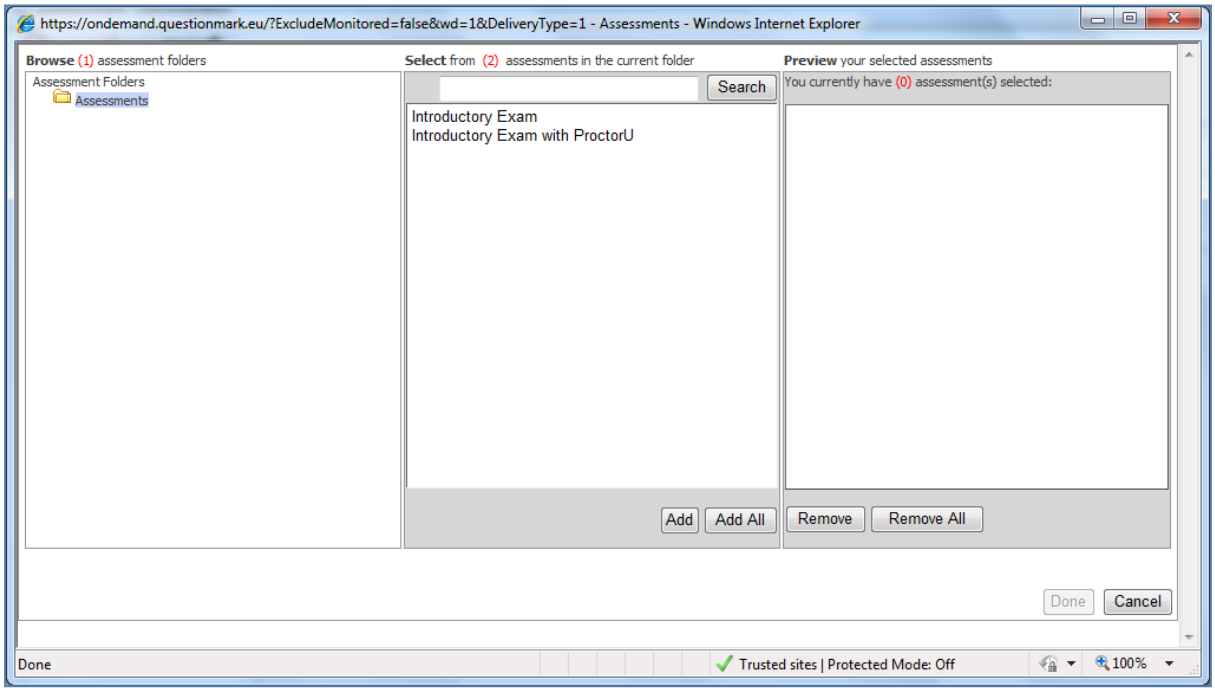


Please note: When scheduling an examination for a Group or sub-Group the exam should be scheduled at the lowest group or sub-group level.

To schedule an exam:

- Click Assessments tab
- Click tab Add Assessments



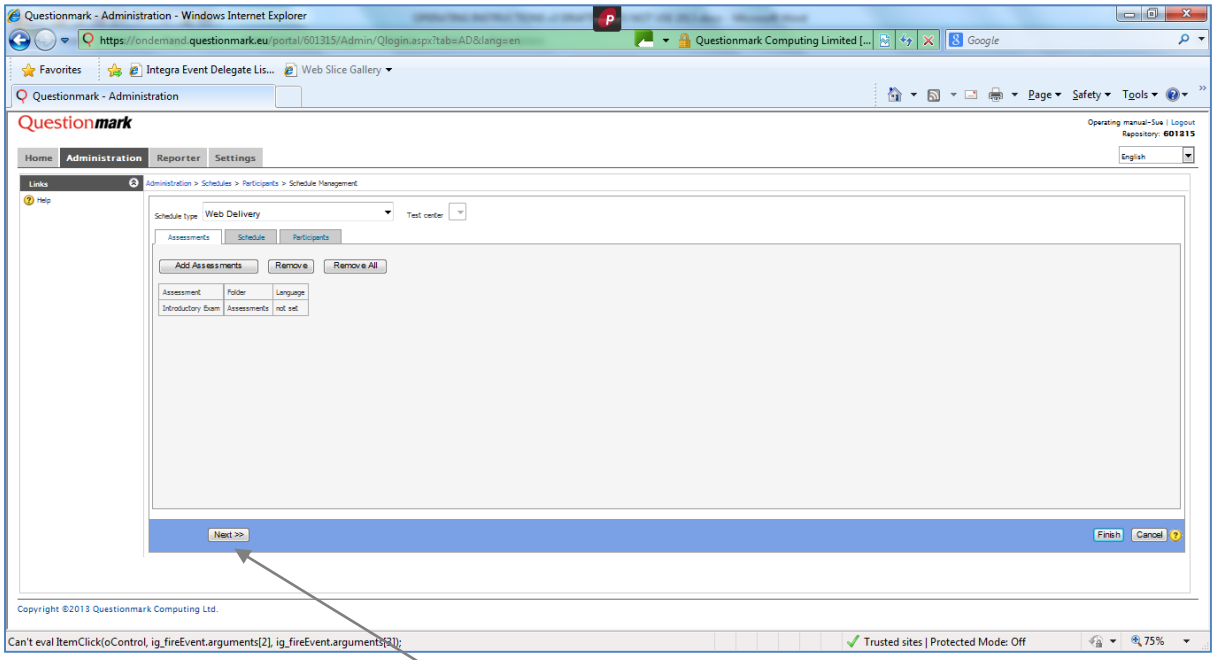


- Highlight and click Assessments in left hand toolbar
- Highlight the assessment required
  Introductory Exam for classroom candidates
  Introductory Exam with ProctorU for online proctored candidates

  (Note: You will only see two exams listed. APM's Professional Standards & Knowledge department cycle the papers within the system)

- Click Add
- Click Done

You will now see the screen below and can confirm the exam added is the correct one.

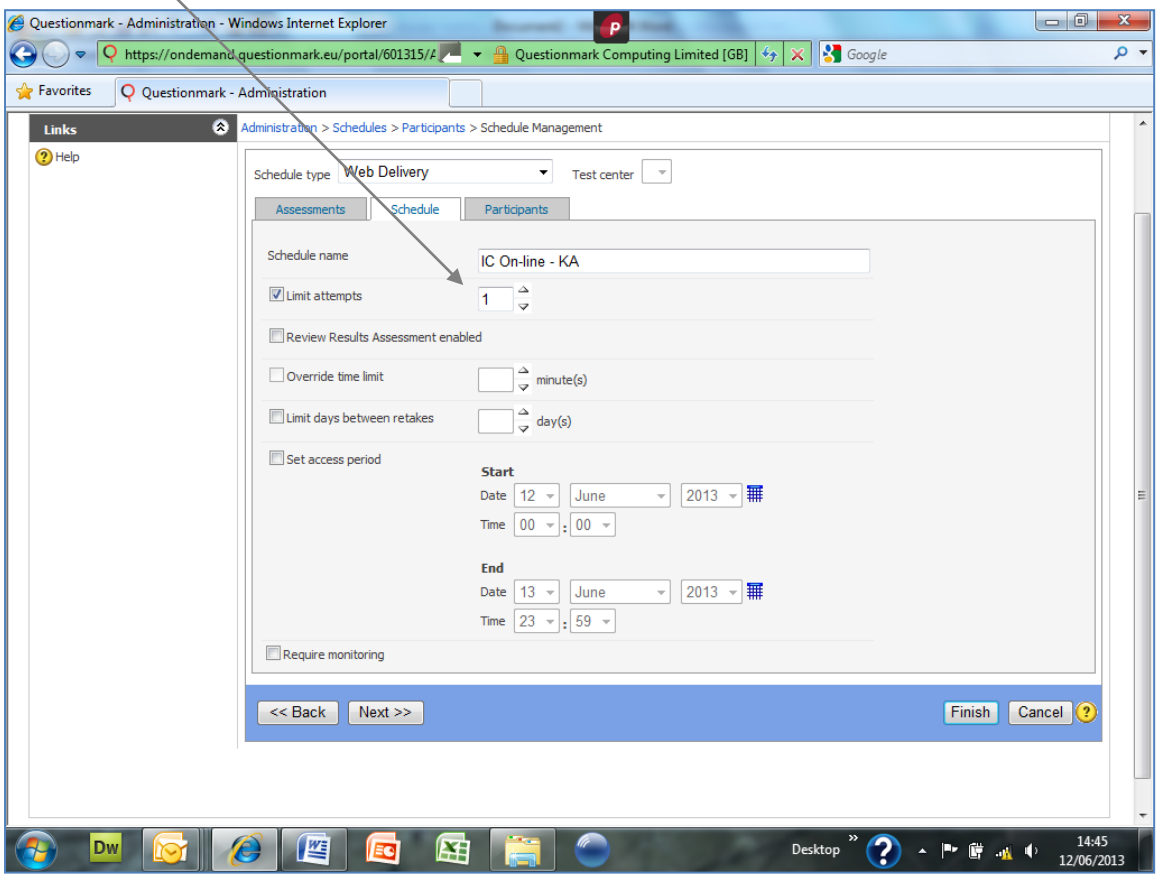


Move through the tabs using either Next button or the tabs.

Next task is to Schedule.

On 'Schedule' tab: Set up as shown.

It is very important that Limit attempts to 1 is ticked otherwise the candidate will be able to take the exam more than once and the exam will be charged accordingly.



Setting the access period for classroom exams

You can set the access period as you wish. For classroom exams you can set it for the day of the exam. Do not set a narrow timescale in case there is a delay or an event occurs such as a fire alarm. We suggest that you choose the day and a 24 hour period to be safe.

It is not compulsory to set a date and time it is up to your own administrative policies.

Setting the access period for proctored exams

Do not set the access period for proctored exams since you do not know when the candidate will want to take the exam. Candidates who fail to change their proctored exam booking or who don't turn up will lose the scheduled exam. In this case they must contact you and you will need to re-schedule the exam for them. In this case you will see that the tick box Limit attempts to '1' has returned to '0'. Insert '1' once more.

Special requirements

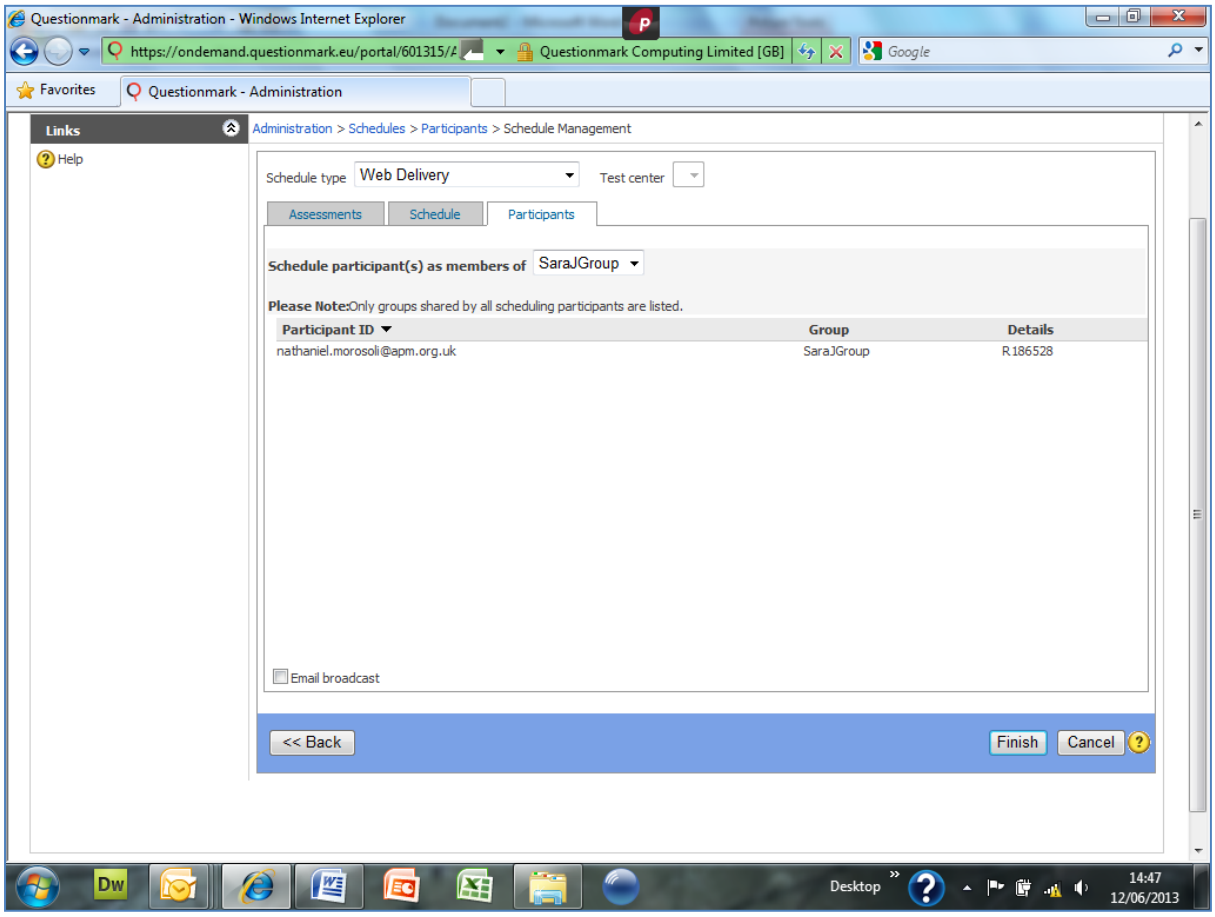
Call Qualifications to arrange additional time, they will set the additional time for your candidate and will need 3 days' notice to do this. You will need to email the medical evidence to them at iconline@apm.org.uk

Click the Participants tab to see name of the Group allocated to participant and to check that the information is correct.

ProctorU candidates must be Scheduled at the Participant level since you will not be able to identify when they are planning to take the exam.

To finish scheduling at this point click Finish.

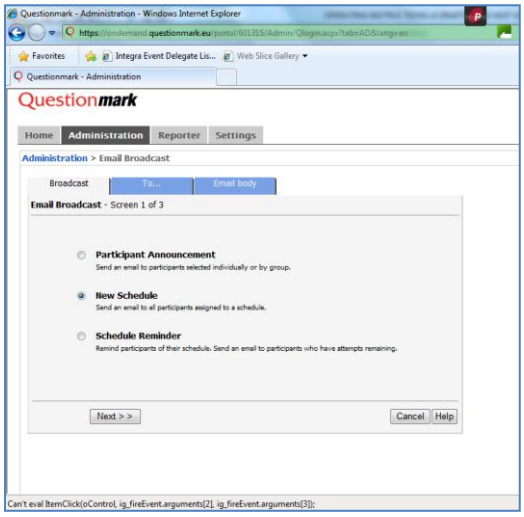
The email in format specified at **Appendix II** must be sent to all proctored candidates once they have been registered. It confirms their registration and advises that they will receive notification asking them to complete their country and time zone in their profile, and book their exam when required.



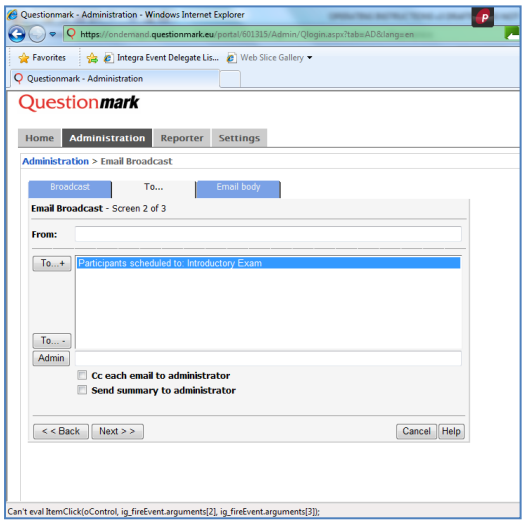
You also have the option of sending an email to all candidates.

Questionmark offers the facility to send a message to all participants via Email broadcast. If you wish to do so tick Email broadcast and then Finish and follow steps below.

To complete without sending email do not tick Email broadcast, click Finish.

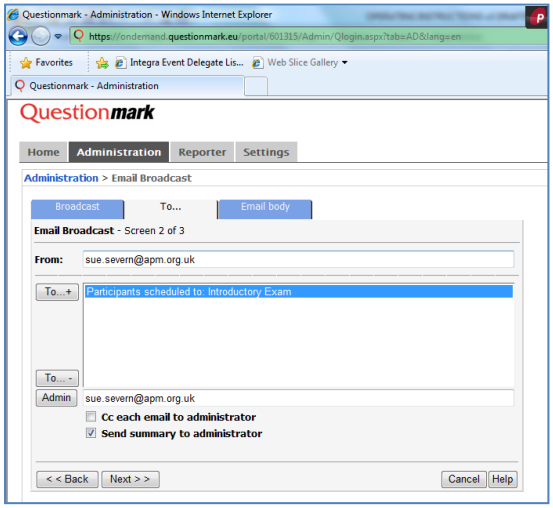


The first screen defaults to New Schedule ensure this radio button is selected and click Next.

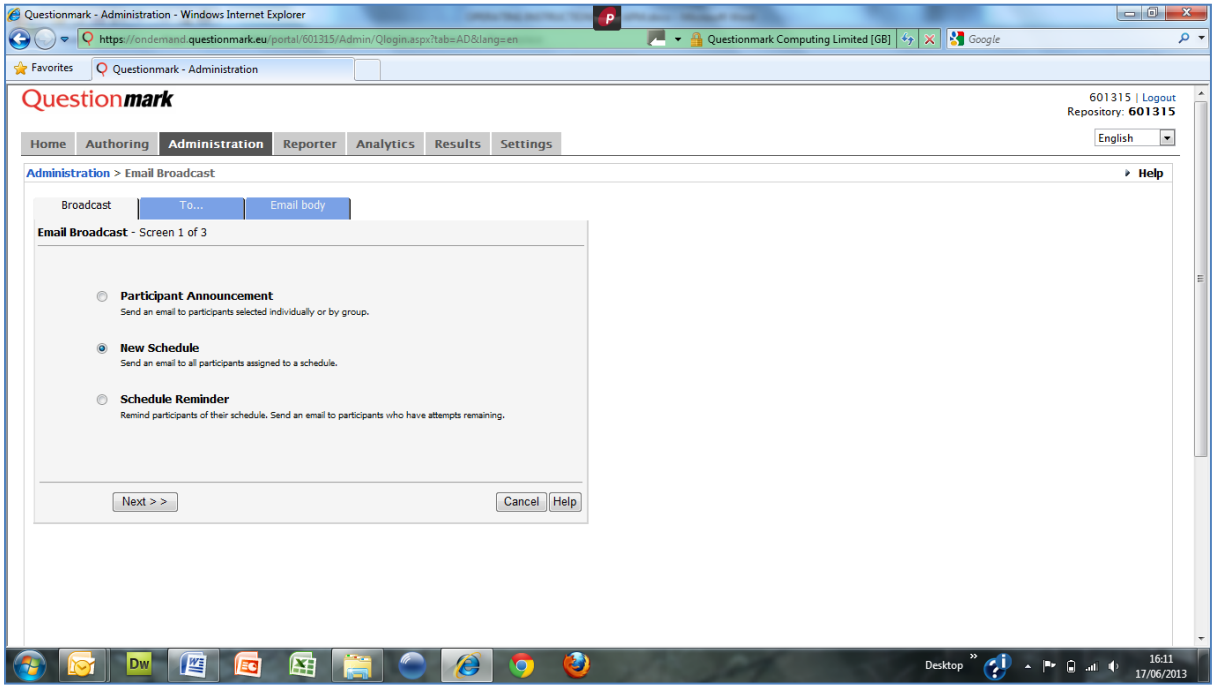


The To field will show Participants scheduled to …….. Exam.

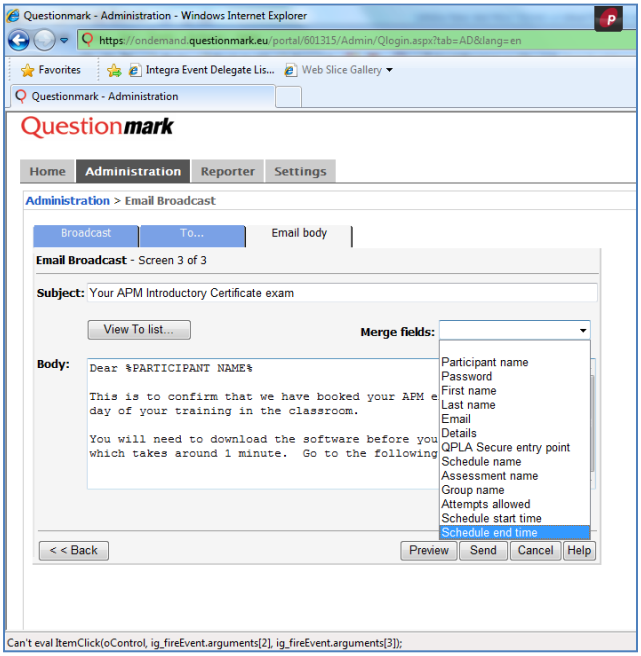
You should add the email address of the sender in the From box, and Admin address if a copy or summary of emails sent is required before clicking Next.


Questionmark - Administration - Windows Internet Explorer
Favorites
Integra Event Delegate Lis...
Web Slice Gallery
Questionmark - Administration
Questionmark
Home
Administration
Reporter
Settings
Administration > Email Broadcast
Broadcast
To...
Email body
Email Broadcast - Screen 2 of 3
From:
sue.severn@apm.org.uk
To... +
Participants scheduled to: Introductory Exam
To... -
Admin
sue.severn@apm.org.uk
Cc each email to administrator
Send summary to administrator
< < Back
Next > >
Cancel
Help

Email broadcast (from option on Administration menu) also allows you to send an email to groups or individual participants. Care should be taken however since all participants in a selected group will receive the email whether or not they have already received one.



- Add participants by click To+
- From: administrator's email address
- Choose cc requirement
- Choose summary
  Then click Next



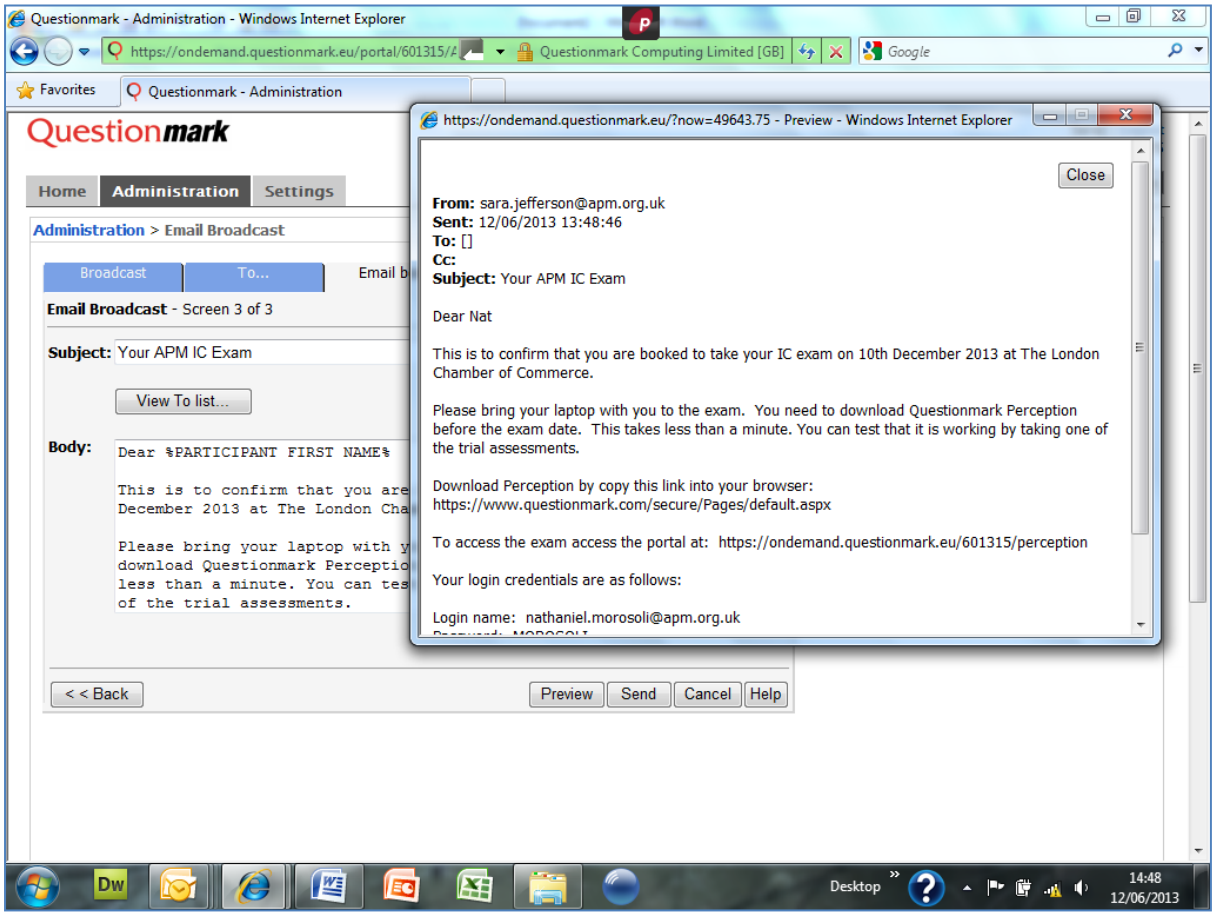
You can use the merge fields as shown above.

Salutation (Participant first name)

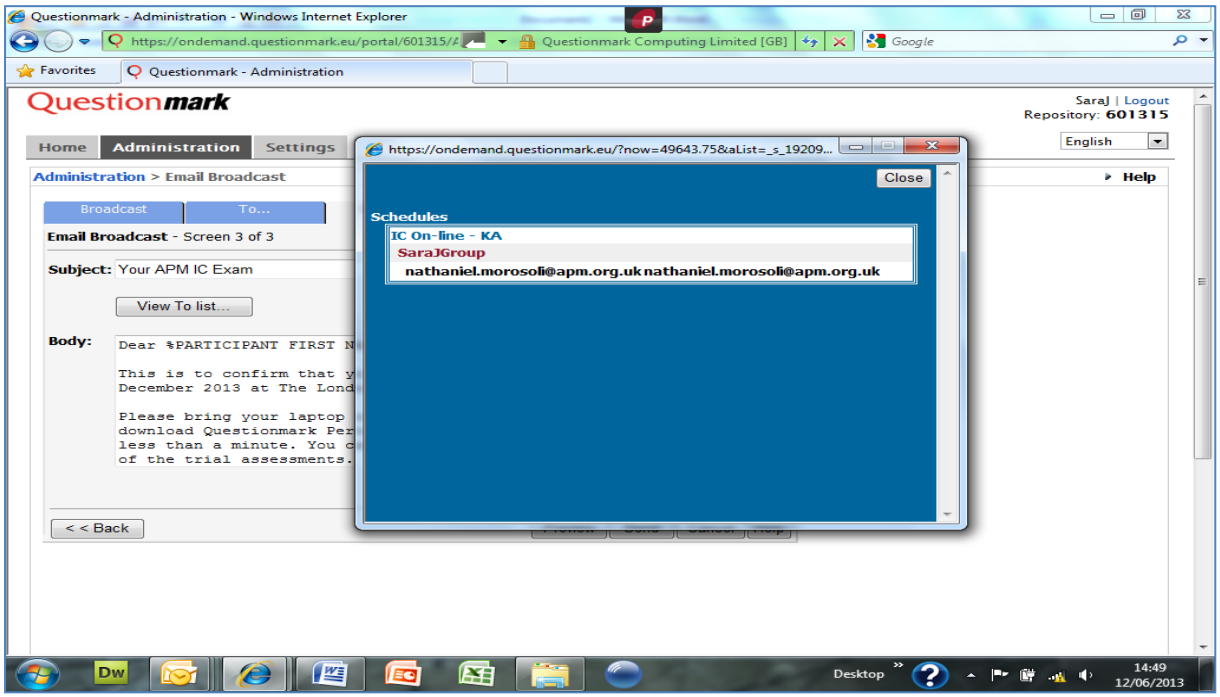
Login credentials (Email address + Password)

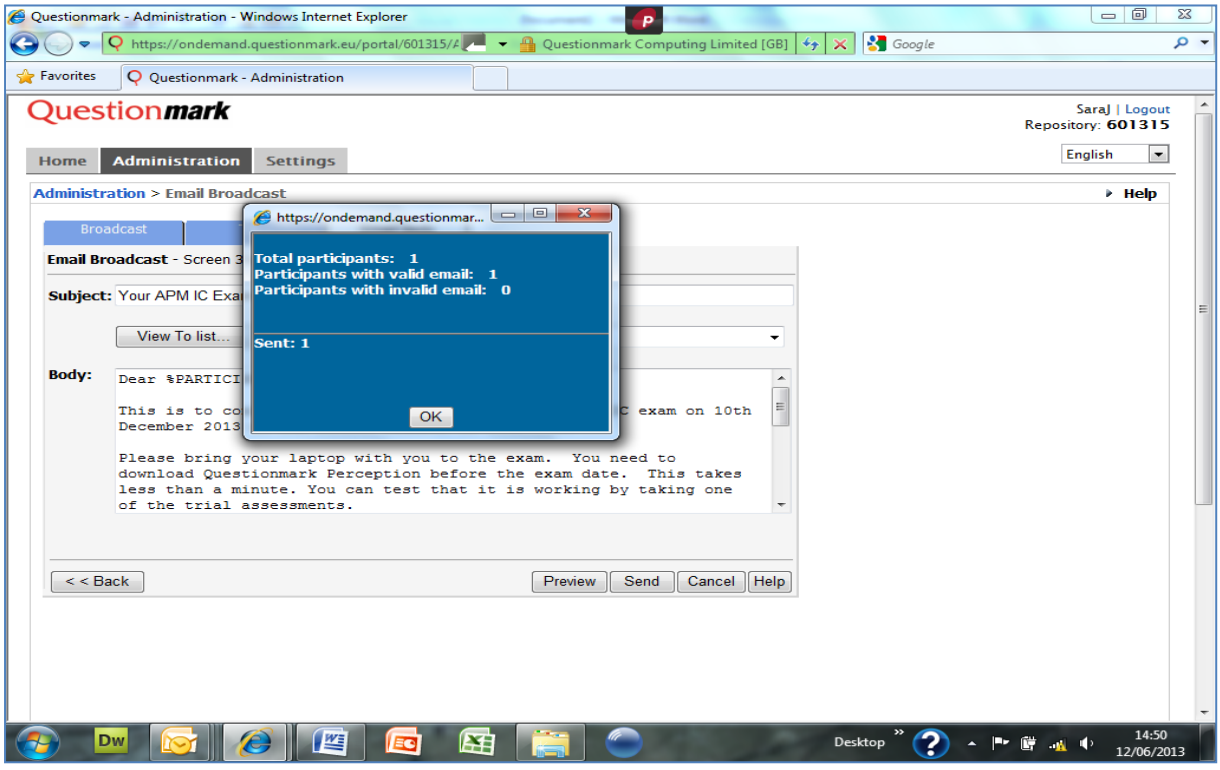
These will then be automatically included in the email.

By clicking Preview you will be able to see your completed email, and if you are happy with it click Send.

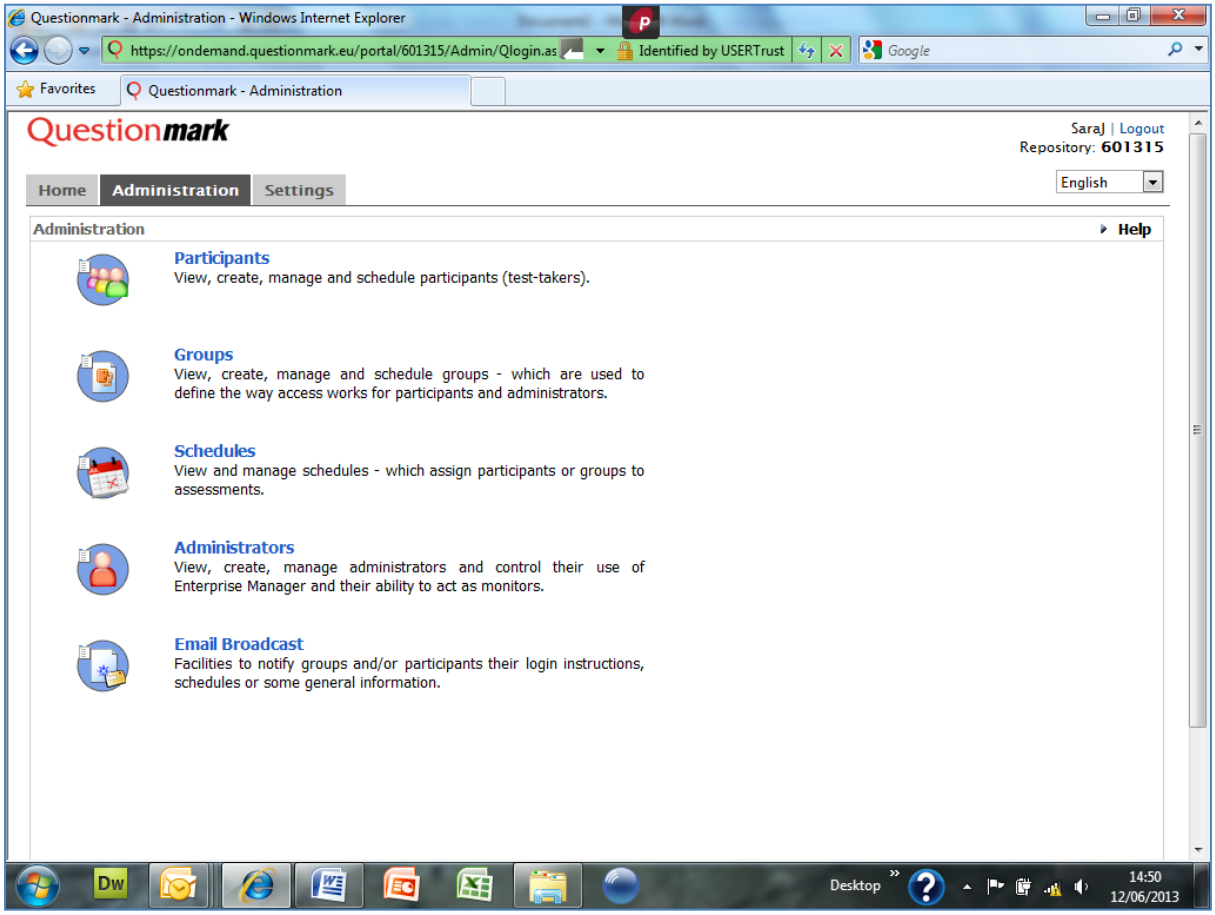

Questionmark - Administration - Windows Internet Explorer
Questionmark
Home
Administration
Settings
Administration > Email Broadcast
Broadcast
To...
Email Broadcast - Screen 3 of 3
Subject: Your APM IC Exam
View To list...
Body:
< < Back
Preview
Send
Cancel
Help
https://ondemand.questionmark.eu/?now=49643.75 - Preview - Windows Internet Explorer
Close
From: sara.jefferson@apm.org.uk
Sent: 12/06/2013 13:48:46
To: []
Cc:
Subject: Your APM IC Exam
Dear Nat
This is to confirm that you are booked to take your IC exam on 10th December 2013 at The London Chamber of Commerce.
Please bring your laptop with you to the exam. You need to download Questionmark Perception before the exam date. This takes less than a minute. You can test that it is working by taking one of the trial assessments.
Download Perception by copy this link into your browser:
https://www.questionmark.com/secure/Pages/default.aspx
To access the exam access the portal at: https://ondemand.questionmark.eu/601315/perception
Your login credentials are as follows:
Login name: nathaniel.morosoli@apm.org.uk
14:48
12/06/2013

You will receive immediate on-screen confirmation from the system of the email recipients and then that it has been sent.





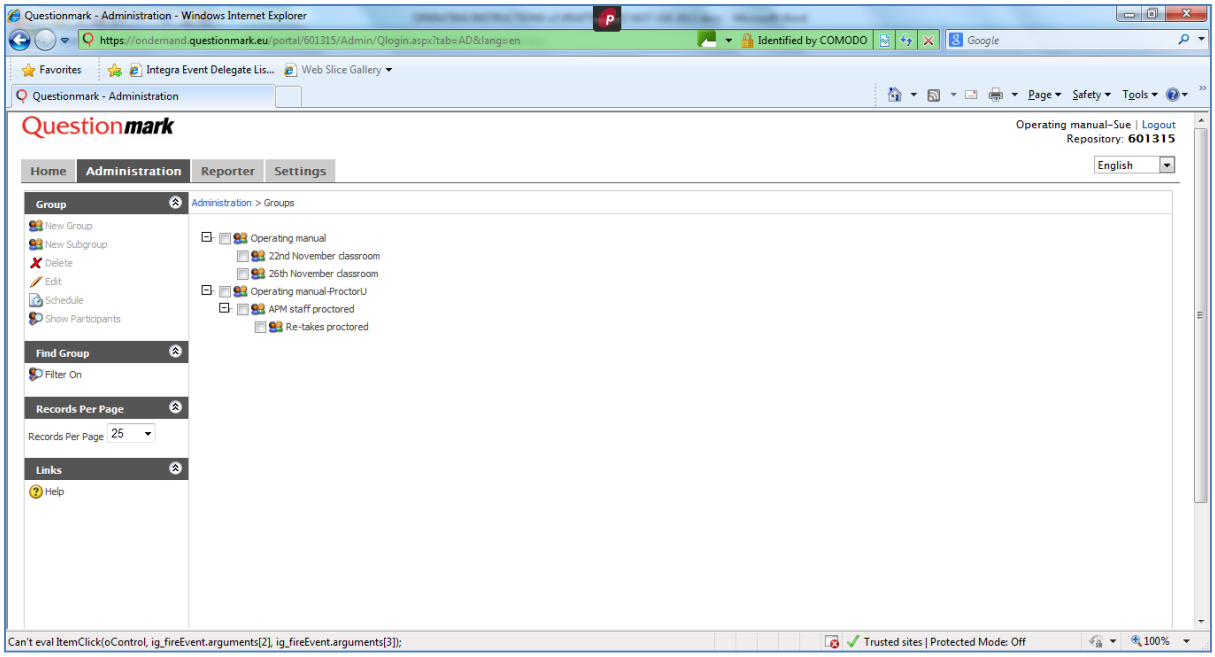
Back to main Administration menu

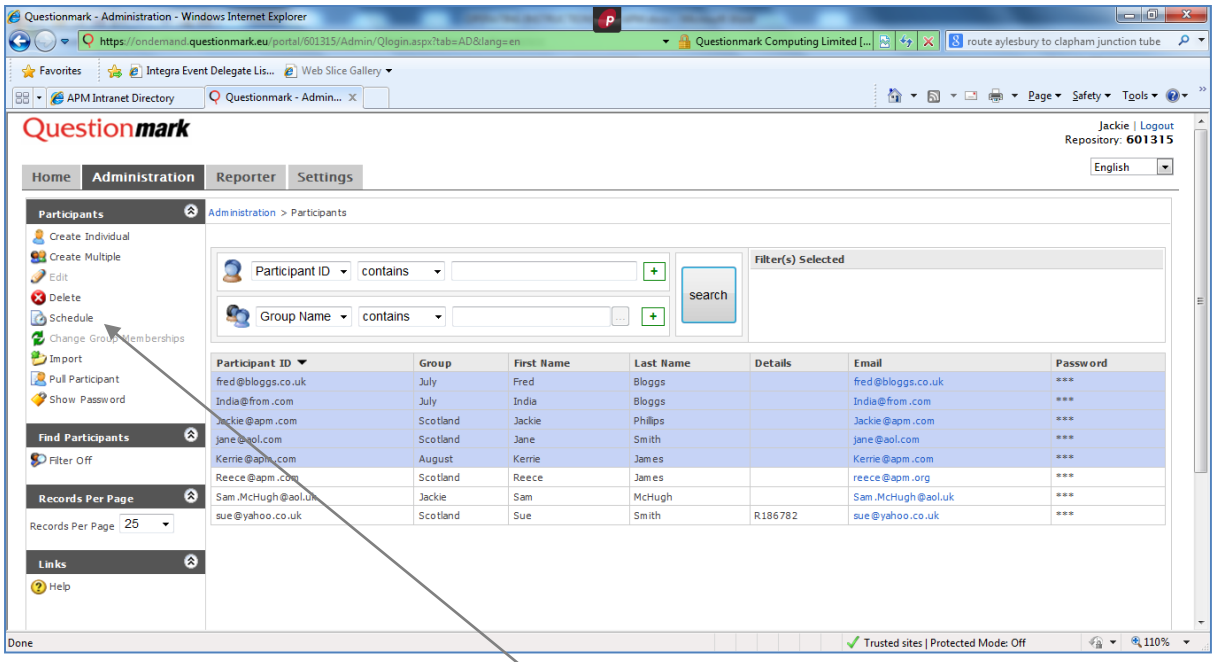


Scheduling an exam for candidates in a Group or Sub-Group

You can Schedule all candidates in a Group or sub-group to take the IC online examination by highlighting their names and clicking Schedule in the left hand toolbar.

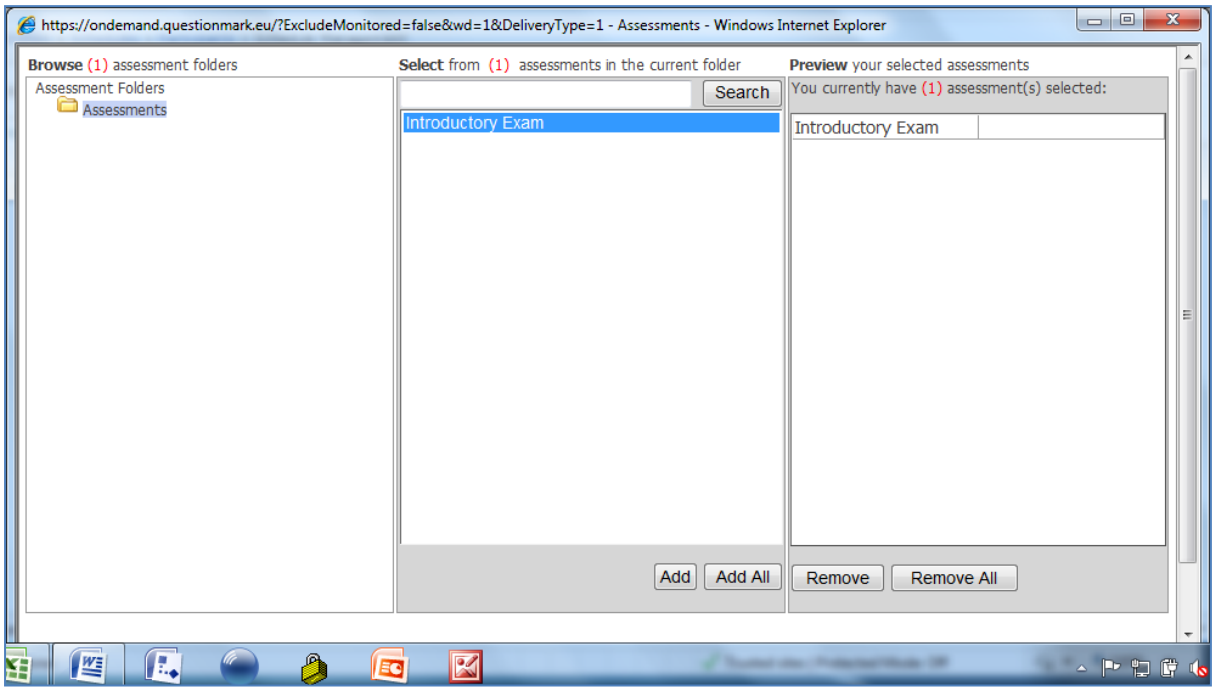
First ensure you have placed the candidates into the correct group or sub-group. Candidates taking the exam with proctoring MUST be in the ProctorU group or sub-group.





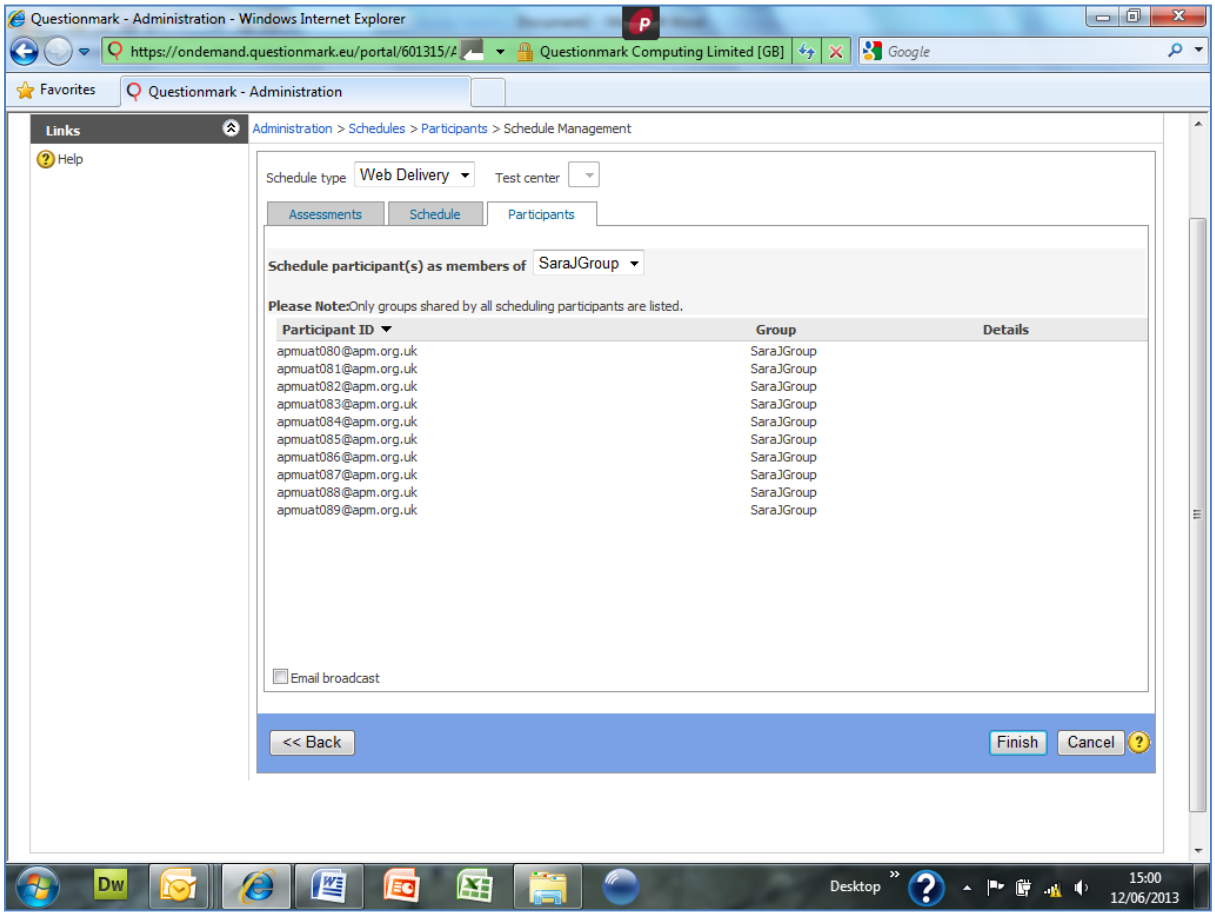
Firstly in the Administration/Participants menu highlight the names you require by holding down the shift key plus right click on each record then click Schedule in left hand toolbar.

This is the scheduling screen as shown above (see pages 23- 28). Follow the same steps for the group of candidates.



As with individuals, we suggest that you do not allocate a specific time for each examination since any delays will mean that the examination is not available to candidates when they try to start their examination. If you do choose a specific time it is best to allow a margin of several hours.

Click next to check Participants who have this examination scheduled. You will then see your candidates listed as participants scheduled to take the exam as shown, either in Group or sub-group.



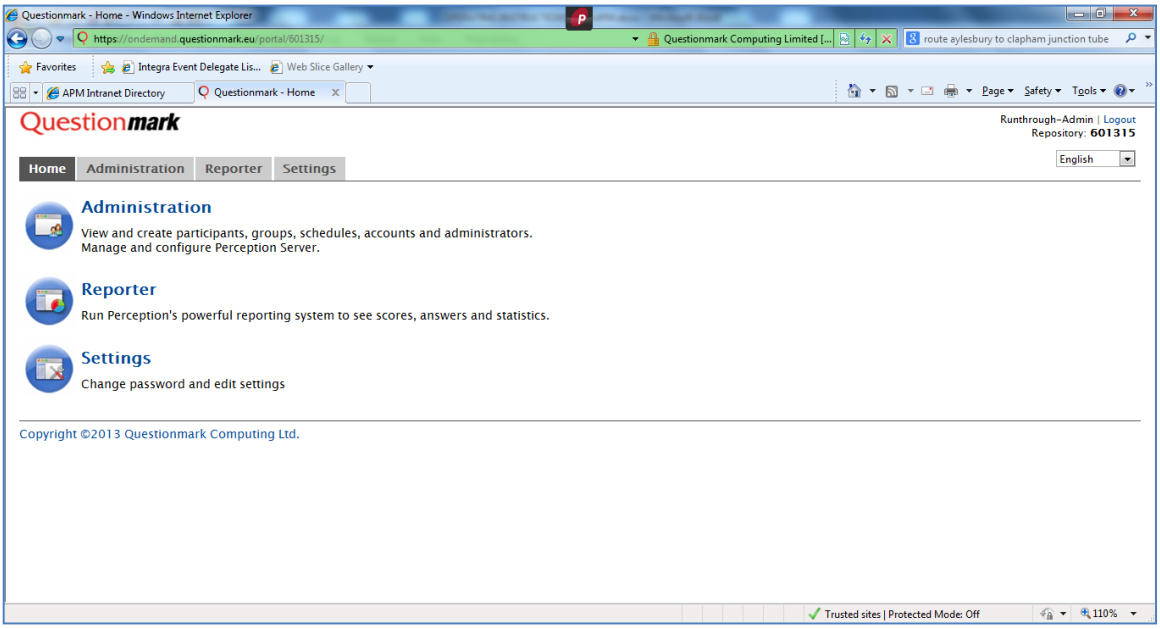
The Participants tab shows all participants who have IC online exam available to them.

Click Finish to complete.

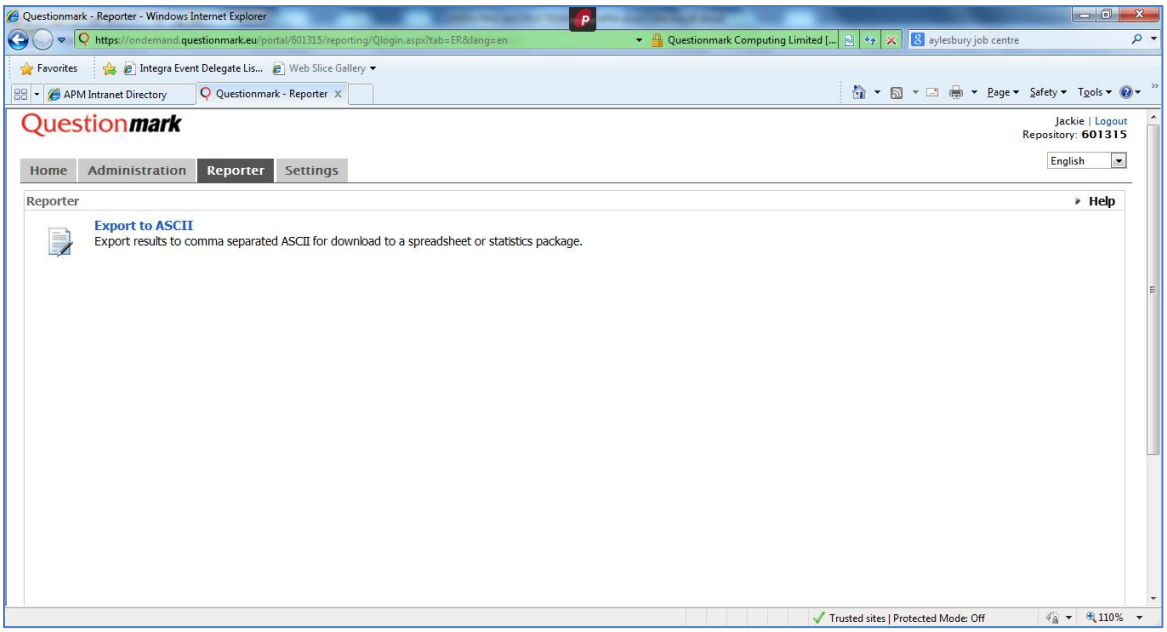
Reporting

We have provided a standard report which can be downloaded from Reporter on the Administration page. This report provides Pass and Fail result for individual candidates. This report is available immediately the candidates have completed the examination – the report is subject to APM's results verification within three working days of the examination.

For more information please contact APM's Qualifications team or email iconline@apm.org.uk



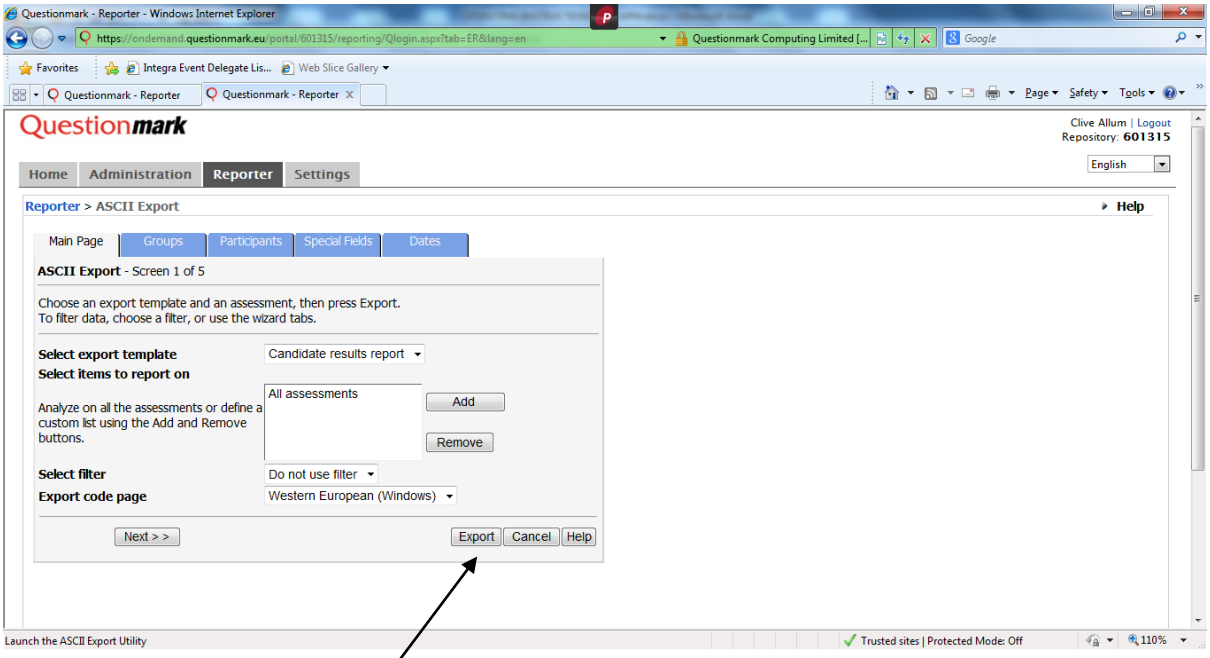
Click the Reporter tab to see the available report Export to ASCII

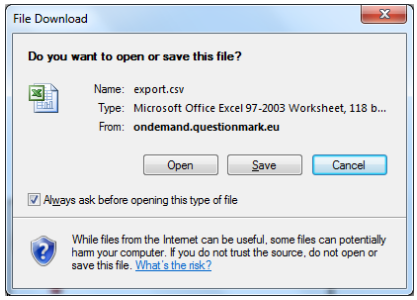


The screen below shows the standard report. APs may choose to amend the detail by using the tabs Groups, Participants, Special Fields, Details.

You are able to customise the candidates you wish to see by choosing the appropriate filters.

The data can also be sorted once it has been exported to Excel.




File Download
Do you want to open or save this file?
Name: export.csv
Type: Microsoft Office Excel 97-2003 Worksheet, 118 b...
From: ondemand.questionmark.eu
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Click Export on Main Page tab then Open from pop-up menu

Participant email	Participant group	Assessment name	Status	Date/time started	Date/time finished	Result
claire.prendergast@apm.org.uk	2013.06.21	Introductory Exam	Finished normally	June 21, 2013 - 14:14	June 21, 2013 - 14:33	Pass
graham.hawkins@apm.org.uk	2013.06.21	Introductory Exam	Finished normally	June 21, 2013 - 14:06	June 21, 2013 - 14:26	Pass
lauren.dunn@apm.org.uk	Qualifications training area	Introductory Exam	Finished normally	June 18, 2013 - 10:17	June 18, 2013 - 10:38	Pass
apmuat501@apm.org.uk	2013.06.21	Introductory Exam	Finished normally	June 21, 2013 - 14:06	June 21, 2013 - 14:40	Pass
helen.atherton@apm.org.uk	2013.06.21	Introductory Exam	Finished normally	June 21, 2013 - 14:07	June 21, 2013 - 14:31	Pass
sue.severn@apm.org.uk	2013.06.21	Introductory Exam	Finished normally	June 21, 2013 - 14:01	June 21, 2013 - 14:40	Pass

The report will then be downloaded into Excel and gives the information shown above for each candidate together with their result.

This report is available immediately after the examination but is subject to APM verification within three working days and Qualifications having received the appropriate invigilator's report at the end of the examination.

How to manage a classroom exam

NOTE: Only accredited providers who are registered for self-invigilation may hold IC online exams in the classroom. All others must utilise the ProctorU online proctoring service.

If you are using your own PCs or laptops please follow the instructions for downloading Questionmark secure to each machine. (This is a once-only download).

Candidates who are using their own laptops should download the Questionmark Secure software which takes only about a minute.

Before the exam you need to let each candidate know the URL and their credentials (candidate ID and password). You can broadcast an email to all participants via the Email Broadcast feature in Questionmark or use your usual process.

Advise candidates that they will require photographic identification (passport, work ID, photo driving licence).

Ask candidates to arrive in good time and ensure that they have downloaded Questionmark Secure and that it is working correctly.

- If candidates are using their own machine this download information must be given to them in advance. The download is quick and required only once on each computer used for IC online.

  URL for download

  https://www.questionmark.com/secure/Pages/default.aspx

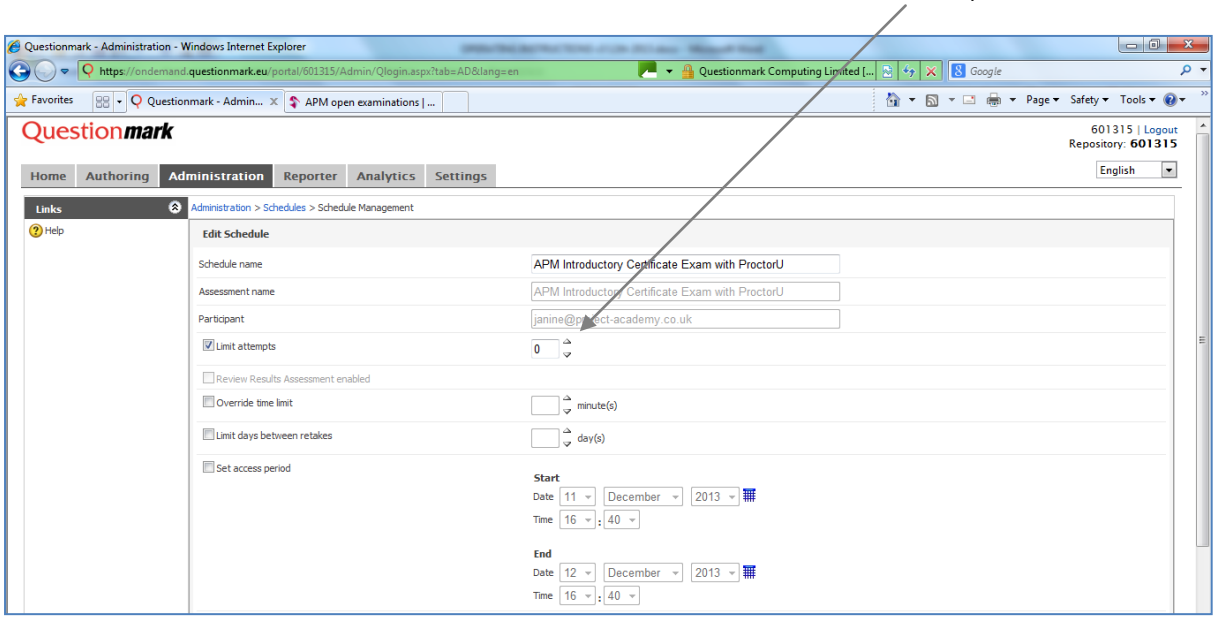
- To verify that Questionmark Secure has downloaded correctly, you can try one of the trial assessments on the Questionmark site.

Instructions for proctored candidates

To set up candidates for the proctored exam they must be registered in your ProctorU Group, or one of its sub-groups (the name must end -ProctorU as with the main Group). It is important that the candidate is added to the ProctorU group, otherwise their details will not be automatically transferred to the candidate portal and they will not be able to log in and take their exam.

Once registered you must send the email in Appendix II to the candidate providing them with their URL, login and password details immediately. (If changing the email to match your company style please ensure that the information from paragraph 2 is included). This information will allow candidates to log in to the APM portal, update their personal profile with their country, time zone and telephone number and book their exam.

IF THE CANDIDATE MISSES THEIR SLOT they must contact their training provider who will need to schedule a new exam for them, as before. (In the Schedule tab of the Administration menu highlight the candidate's name, click Schedule on the left hand menu bar and set 'limit attempts' to 1 once more.

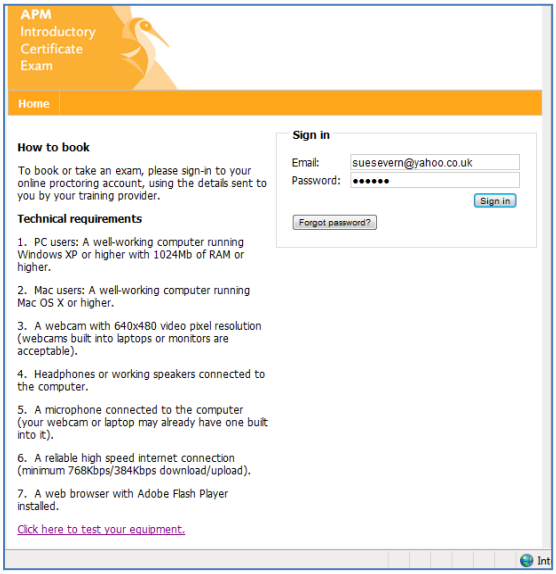


The candidate portal for proctored exams

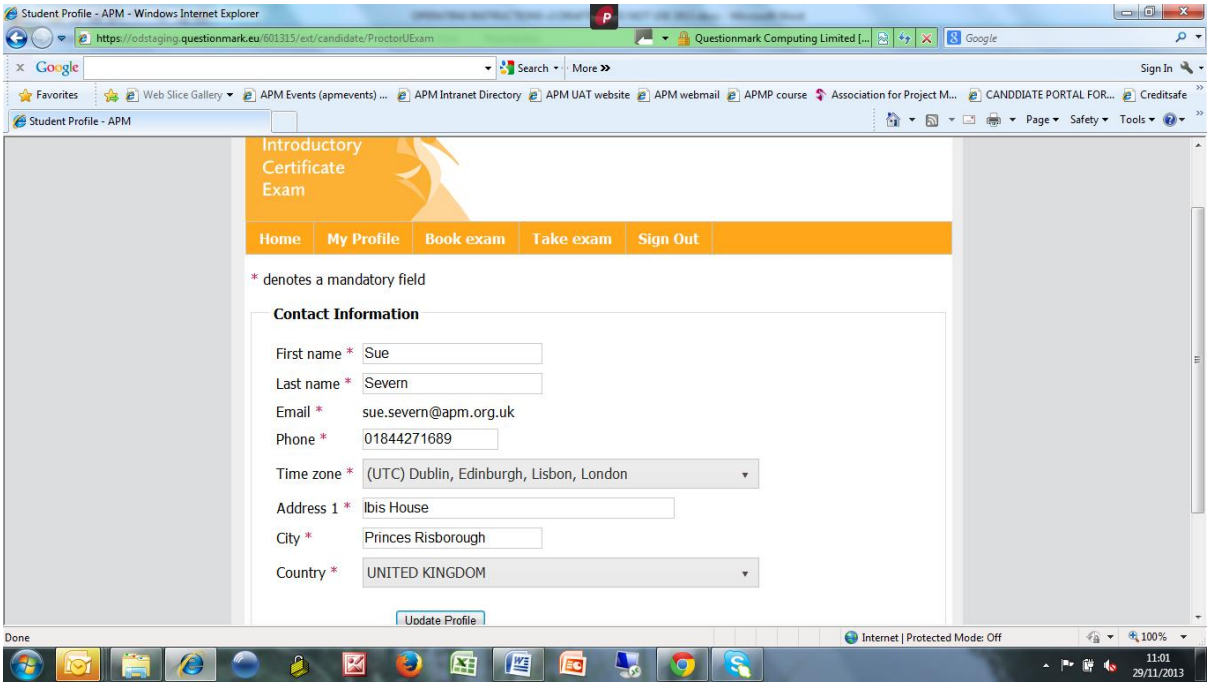
URL: https://ondemand.questionmark.eu/601315/ext/candidate/Home

Candidate signs in on the Home page. If they have forgotten their password they can get a reminder by clicking 'Forgot password?'

Technical requirements. Click to test IT equipment takes candidate to ProctorU's site and an online test to make sure their PC/laptop and camera and microphone work correctly. ProctorU offer live online help, or candidates can call them.

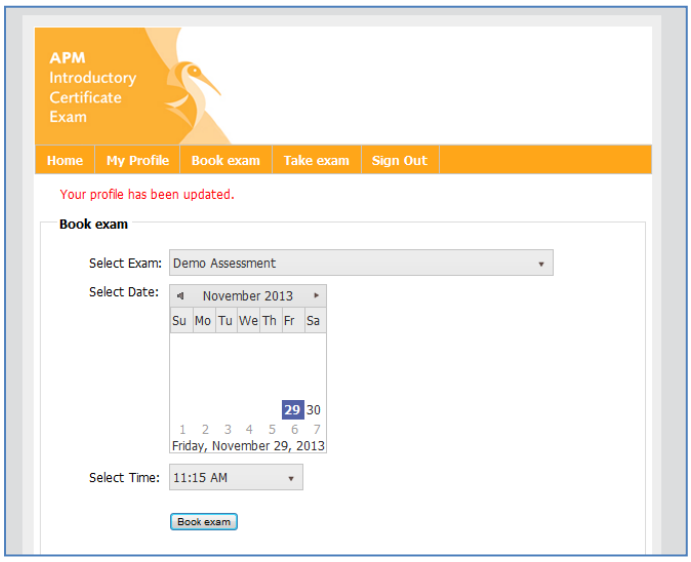

APM
Introductory
Certificate
Exam
Home
How to book
To book or take an exam, please sign-in to your online proctoring account, using the details sent to you by your training provider.
Technical requirements
1. PC users: A well-working computer running Windows XP or higher with 1024Mb of RAM or higher.
2. Mac users: A well-working computer running Mac OS X or higher.
3. A webcam with 640x480 video pixel resolution (webcams built into laptops or monitors are acceptable).
4. Headphones or working speakers connected to the computer.
5. A microphone connected to the computer (your webcam or laptop may already have one built into it).
6. A reliable high speed internet connection (minimum 768Kbps/384Kbps download/upload).
7. A web browser with Adobe Flash Player installed.
Click here to test your equipment.
Sign in
Email:
suesevern@yahoo.co.uk
Password:
Sign in
Forgot password?

Once they are happy that everything works, candidates log in using the Participant ID and password provided by their AP.

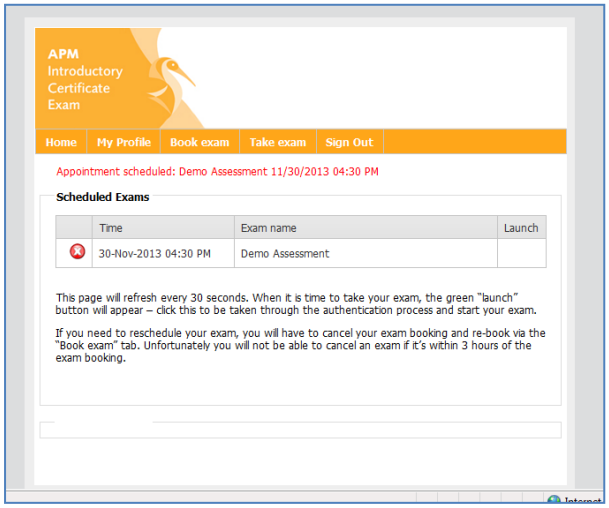


After clicking sign in on the home screen the candidate should update their contact details on this Profile screen.

It is very important that they choose the correct timezone and country. All fields are required and when complete click Update Profile.



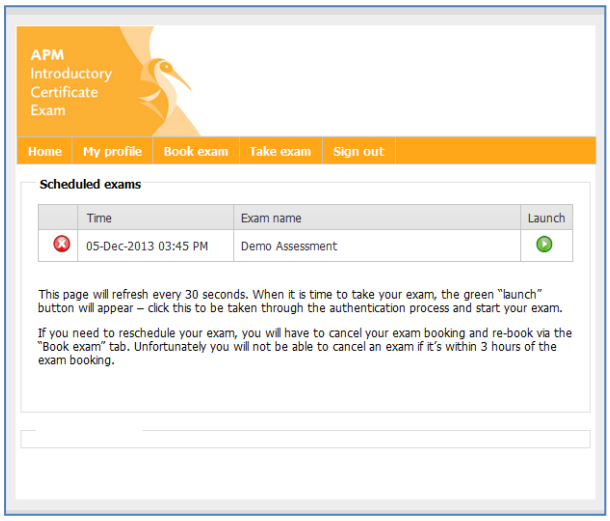
The next shows exam and calendar to book exam. When finished click Book exam.


APM
Introductory
Certificate
Exam
Home
My Profile
Book exam
Take exam
Sign Out
Appointment scheduled: Demo Assessment 11/30/2013 04:30 PM
Scheduled Exams
Time
Exam name
Launch
30-Nov-2013 04:30 PM
Demo Assessment
This page will refresh every 30 seconds. When it is time to take your exam, the green "launch" button will appear – click this to be taken through the authentication process and start your exam.
If you need to reschedule your exam, you will have to cancel your exam booking and re-book via the "Book exam" tab. Unfortunately you will not be able to cancel an exam if it's within 3 hours of the exam booking.

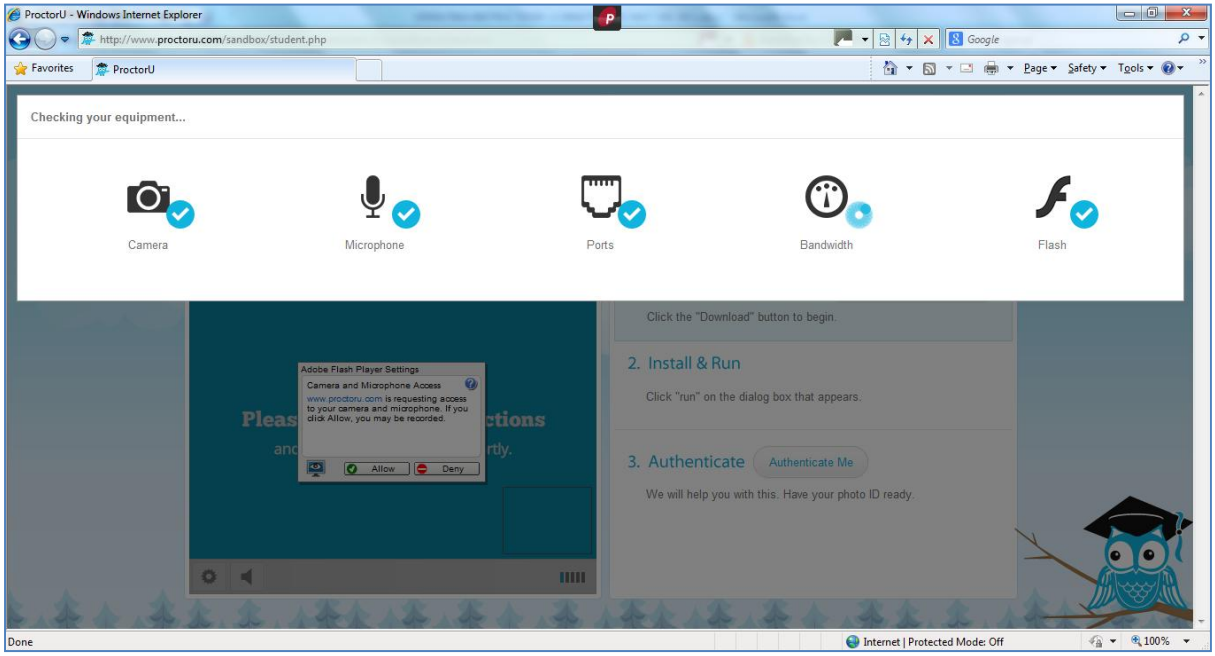
The final screen confirms that the exam has been scheduled.

Screen will refresh every 30 seconds. At exam time there will be a green 'launch' button.

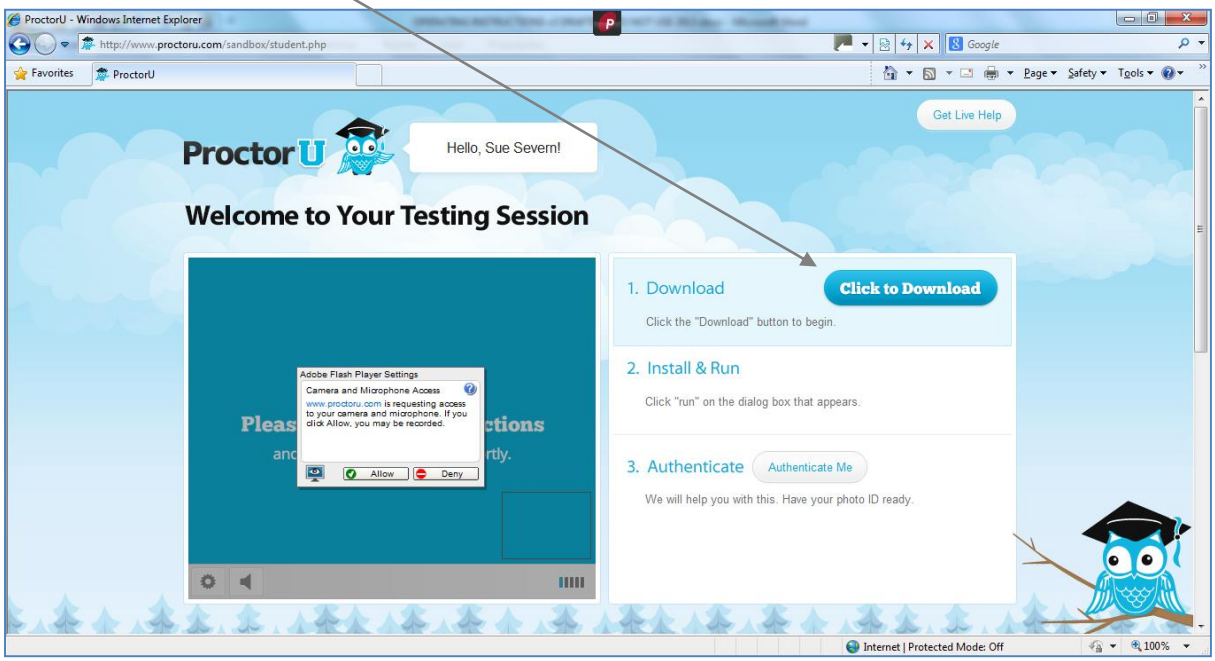
Press launch to access the proctor and exam and follow the instructions.

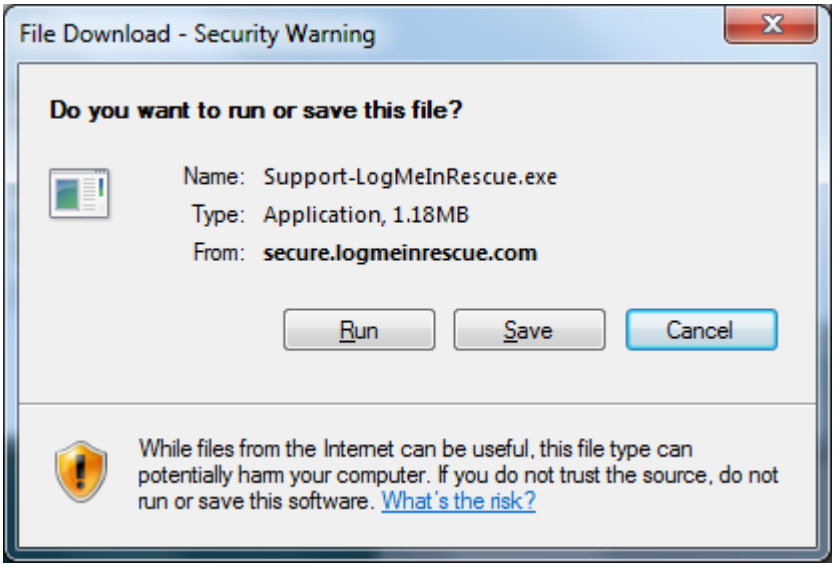

APM
Introductory
Certificate
Exam
Home
My profile
Book exam
Take exam
Sign out
Scheduled exams
Time
Exam name
Launch
05-Dec-2013 03:45 PM
Demo Assessment
This page will refresh every 30 seconds. When it is time to take your exam, the green "launch" button will appear – click this to be taken through the authentication process and start your exam.
If you need to reschedule your exam, you will have to cancel your exam booking and re-book via the "Book exam" tab. Unfortunately you will not be able to cancel an exam if it's within 3 hours of the exam booking.

The candidate transfers to ProctorU and the following screens:



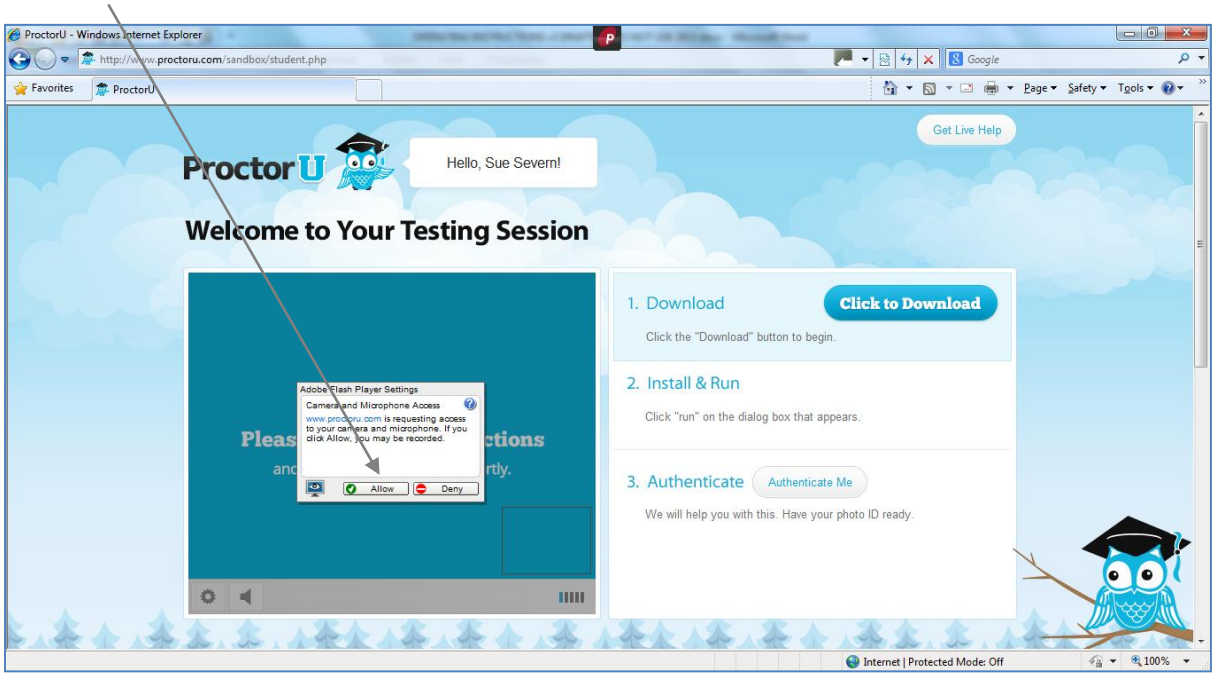
Follow the instructions


ProctorU - Windows Internet Explorer
Get Live Help
ProctorU
Hello, Sue Severn!
Welcome to Your Testing Session
1. Download
Click to Download
Click the "Download" button to begin.
2. Install & Run
Click "run" on the dialog box that appears.
3. Authenticate
Authenticate Me
We will help you with this. Have your photo ID ready.


File Download - Security Warning
Do you want to run or save this file?
Name: Support-LogMeInRescue.exe
Type: Application, 1.18MB
From: secure.logmeinrescue.com
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

Click Run

Then Allow to connect to the Proctor


ProctorU - Windows Internet Explorer
Hello, Sue Severn!
Welcome to Your Testing Session
Get Live Help
1. Download
Click to Download
Click the "Download" button to begin.
2. Install & Run
Click "run" on the dialog box that appears.
3. Authenticate
Authenticate Me
We will help you with this. Have your photo ID ready.
Adobe Flash Player Settings
Camera and Microphone Access
Allow
Deny

The Proctor will then check ID, examine the room via the webcam and open the exam. The candidate will need to enter their Participant ID and password to access the exam.

Specific instructions for invigilators for IC online examinations.

Instructions for self invigilators in respect of IC online examinations are given in the document Instructions to invigilators for IC online also available on the Accredited Providers community page of the APM website.

Introduction for examination invigilators

Invigilators acting under self-invigilation agreements with APM should ensure that they are familiar with the instructions within this document.

Introductory Certificate - 1 Hour multiple choice examination taken online.

Introduction for examination self-invigilators

Self-invigilators acting under self-invigilation agreements with APM should ensure that they are familiar with the instructions within this document.

Introductory Certificate online - 1 Hour multiple choice examination.

Self-invigilators shall ensure that candidates:

- show photographic evidence of identity.
- do not communicate with each other during the examination.
- do not, unless expressly permitted by APM, bring any written or printed material into the examination room; with the exception of translation dictionaries (with prior approval of APM).
- do not eat during the examination (unless express permission by APM has been give for food to be consumed by named candidate/s).
- do not leave the examination room within the first thirty minutes of the examination, save in exceptional circumstances, and with the permission of the self- invigilator. In order to avoid disturbing other candidates, candidates may not leave the examination room during the last fifteen minutes of the examination, save in exceptional circumstances and with the permission of the self-invigilator.
- do not enter the examination room once the examination has commenced.

On the day of the examination

If self-invigilators have any questions or queries on the day of the exam they should contact the accredited provider holding the examination. If they need assistance with the online portal they should contact 01844 271680 or 07930 905987 out of hours.

Rules for self-invigilators

Please note: All self- invigilators must have access to email to enable them to send the required examination confirmation email to APM at the end of the examination.

1. Attend the exam venue at least 30 minutes before the exam is due to start.
2. Introduce yourself to the venue contact and make any necessary arrangements for relief periods during the examination (if required).
3. Familiarise yourself with the emergency procedures of the venue.
4. Display the 'Conduct of Examination and Right of Appeal' in a conspicuous place.

The examination room

1. The examination room must be light, well-aired and quiet; there should be no external distractions.
2. There should be a telephone and a clock available for your use in the examination room. A timer on screen shows elapsed time throughout the exam.
3. The desks should be adequately spaced and facilities must be provided for the candidates to complete the examination and not be overlooked by others.
4. The self-invigilator should have space to store any bags, books, mobile telephones or other items belonging to the candidates but not permitted in the examination.

Facilities

1. The venue should have washroom and toilet facilities available.
2. Drinking water should be available to candidates before and during the examination.
3. All facilities should be available for up to half an hour before the examination and half an hour afterwards.

If you are dissatisfied with the venue requirements please contact APM immediately.

Before the examination

1. Ask candidates to place all their belongings in a suitable place away from their desks.
2. Verify the identity of each candidate. Candidates must provide photo evidence of identity e.g. driving licence, passport, work or student ID.
3. Instruct candidates to log in to the exam portal on arrival
   URL: https://ondemand.questionmark.eu/delivery/perception.php?customerid=601315
4. Tell candidates that they will see IC online available to them when they log in.

Questionmark Perception operating instructions

1. Wifi access must be via fast broadband connection. Self-invigilators must ensure that the wifi connection is working and that they are able to tell candidates the code or password to log in to the internet connection. Self-invigilators should ask the venue staff for this information.
2. Laptops or PCs provided by the accredited provider must have Questionmark Perception downloaded and working. Check with each candidate that they have Questionmark Perception on their laptop if using their own machine.

The following advice should be given verbally to all candidates once they are logged into Questionmark, ready to start the exam.

- Questionmark Perception locks the screen in use and prevents candidates from navigating away from the examination screen throughout the assessment.
- After clicking IC online they will see the data protection questions and be asked to input the name of their employer (if applicable).
- Candidates should then click continue and the exam welcome screen and instructions is shown on the next screen.
- The timer will only start when they see the first question on screen.
- Candidates are able to change the font size on screen by clicking the symbol at top right of screen.
- Candidates can change contrast to blue background & yellow text by clicking symbol next to font size.
- Navigation bar shows progress. Questions can be flagged electronically to remind the candidate to return to the question to check their answer, (this is done by using the 'flag' icon on screen) and candidates can navigate through the test using the bar.
- Candidates can review their answers and change them if they wish before submitting.
- At the end of the examination candidates must click 'submit' and the system will ask for confirmation that they are ready to submit.
- Once candidates have submitted their answers, they cannot go back.
- Candidates will receive result indication at the end of the examination and formal verification from APM within 3 working days.

During the examination

Self-invigilators should not leave the room, unless under prior arrangement with the venue contact or in emergencies. If possible, curtail any activity taking place in adjacent rooms or elsewhere that may be considered to be detrimental to the performance of the candidates via the venue contact.

1. Candidates are permitted to bring and use their own laptop.
2. Do not allow candidates to eat during the examination (unless advised by the APM qualifications department).
3. Do not allow any late arrivals into the examination room once the examination has commenced.
4. You may ask any candidate to leave the examination room, at any time, if you think this necessary to maintain proper conduct in the examination room; any such action, the reason for it, the time of the action and the time of the candidate's return (if applicable) must be recorded in the examination confirmation email.
5. Do not distract candidates in any way. Self-invigilators should ensure that mobile phones are switched off or on silent.
6. Walk around the room at least every 20 minutes for the duration of the examination.

Emergency procedures

1. Self-invigilators are expected to familiarise themselves with the safety and fire procedures of the examination venue and room and check fire escape routes.
2. The self-invigilator must advise all candidates of these and, in particular, draw their attention to the escape routes.
3. Should it be necessary to evacuate the building, the self-invigilator will oversee the evacuation of the examination room.

In case of disruption

1. In the event of accident or emergency in the examination room (such as a candidate falling ill), the self-invigilator should inform the named contact at the venue. Should such an emergency disrupt the examination, the self-invigilator must ask the candidates to click the on/off button of their computer to close the browser and then log in again when conditions have returned to normal. Additional time will not be needed the system will calculate this automatically. If there is no time for candidates to switch off the self-invigilator must contact APM to advise of the disruption. The exam will be re-set, and candidates will need to re-start the exam from the beginning.
2. Note the time at which the examination was disrupted.
3. If candidates were able to close their browsers the examination will re-start at the point they left it. In an emergency candidates should evacuate the room and the self-invigilator should contact APM for instruction on how to manage the examination.
4. Accompany candidates to a safe place.
5. When permission is given to re-enter the building, accompany the candidates into the examination room.
6. Decide if the examination should be completed. If unsure how to proceed, the self-invigilator should contact the APM qualifications department.
7. Detail the interruption and any recommendation in an email to ic.online@apm.org.uk

Examination procedures

Introductory Certificate - 1 hour

<table>
<tr><td>Before the examination starts</td><td>

- If candidates are using their own machine this download information must be given to them in advance. The download is quick and required only once on each computer used for IC online.

URL for download:
https://www.questionmark.com/secure/Pages/default.aspx

To verify that Questionmark Secure has downloaded correctly, please try out a secure assessment which will be found on the web page.

- Advise candidates that they must open the examination portal in their internet browser at:

  https://ondemand.questionmark.eu/601315/perception

  Log in with their username (email) and password as provided by the accredited provider.
  Read the instructions carefully on screen. The examination timer will not start until they see the first question on screen.

- Advise candidates when they may commence the examination.

</td></tr>
<tr><td>At the end of the examination</td><td>

Advise candidates to ensure they have submitted their answers.
They will have received a result indication on screen. Verification will be sent by APM within 3 working days.
At the end of the examination the self-invigilator must email:
iconline@apm.org.uk to confirm that all candidates have completed the examination and that no irregularity has occurred. This email must be sent as soon as all candidates have submitted their test and before the self- invigilator leaves the examination centre and must contain the following information.

<table>
<tr><th colspan="2">Format of invigilator's email to APM (iconline@apm.org.uk) at end of online examination
Please note: This email must be sent before the invigilator leaves the examination venue</th></tr>
<tr><td>Accredited provider</td><td></td></tr>
<tr><td>Name of exam</td><td>IC online</td></tr>
<tr><td>Name of invigilator</td><td></td></tr>
<tr><td>Examination date</td><td></td></tr>
<tr><td>Examination report</td><td>Confirm either that no incidents to report or report an incident</td></tr>
<tr><td>Details of incident</td><td>Report details of incident. In the case of a candidate please include name and participant ID of candidate</td></tr>
</table>

Failure to send this confirmation email to APM will mean that all candidates in that session might not receive their verified result within the stated 3 working days.

</td></tr>
</table>

Rules for appeal

1. Candidates may appeal against the decision of the examining body on the grounds of bias, disregard of APM regulations, failure to consider relevant additional information provided or an administrative irregularity.
2. An appeal must be made in writing to the APM qualifications department. Appeal forms are available from the APM Qualifications department or by emailing iconline@apm.org.uk.
3. Candidate appeals must be received by APM qualifications department no later than 30 working days from the examination date.

Contact Telephone Number Qualifications: 01844 271680

Emergency out of hours contact telephone number: 07930 905987

APPENDIX II

EMAIL TO BE SENT TO CANDIDATES WHEN REGISTERING THEM FOR PROCTORING

This is the suggested format. Please ensure that the information from paragraph 2 onwards is included in your message to candidates.

Dear (Candidate first name)

This is to confirm that we have arranged for you to take your APM Introductory Certificate examination with live online proctoring. Proctoring is managed by Proctor and you will receive an email from them to confirm when you have signed in, updated your profile and booked your exam.

You will be able to update your profile immediately but will need to allow 72 hours before you can take the exam.

To get started follow these simple steps:

Go to URL: https://ondemand.questionmark.eu/601315/ext/candidate

Select Sign in. Your login credentials are:

User ID:

Password:

Do not change this password, it will be needed to take your examination. Please make sure you know your login and password credentials.

Complete your profile making sure that you select your country and the correct time zone. You are now ready to book your examination. The next screen will show a calendar and list of times available. On-screen confirmation will show the date and time booked. You will receive confirmation from ProctorU.

At the appropriate time return to the above URL, sign in and click the green Launch exam button. You will be transferred to your proctor who will guide you through the steps to take your exam and assist with any technical queries.

If you want to change your booked time log in and click the red X to cancel and re-schedule.

Please give as much notice as possible of cancellations or changes to avoid charges. If you do not take the exam at the booked time you must let us know.

On the day of your exam

The proctor will require photographic identification at the time of your exam. This can be a passport, photo driving licence or work or student ID badge showing your name and photo. You will also need a reflective surface such as a mirror, CD or smartphone if you have a built in camera in

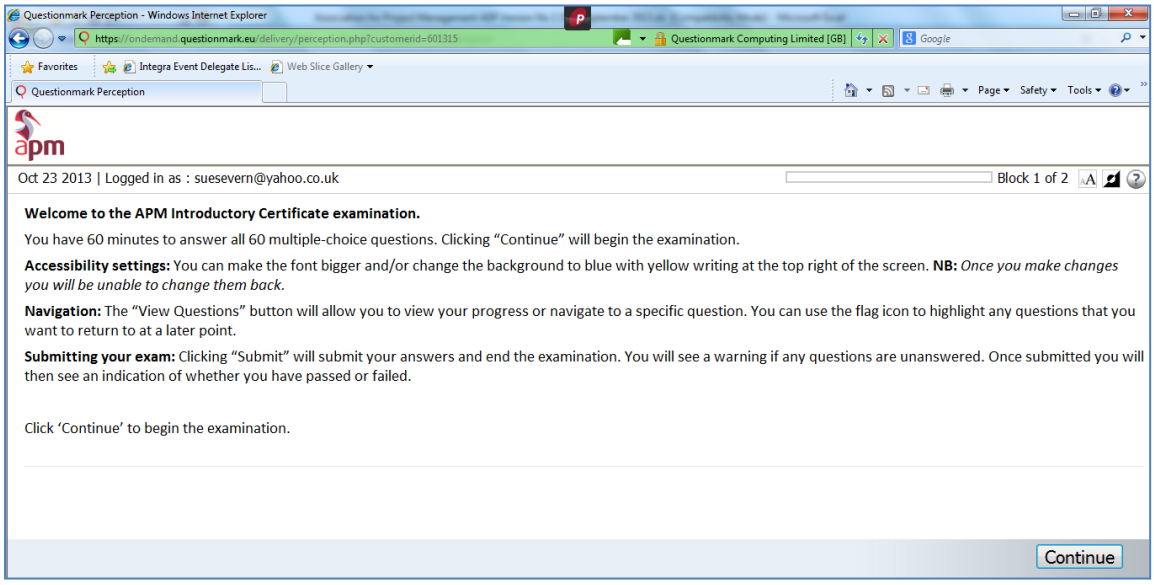
your laptop which will be used for you to show the proctor the front of your screen. You do not need a calculator or scrap paper.

It's a good idea to take time to test your equipment and read the FAQs and troubleshooting guides at you can also get live help from ProctorU.

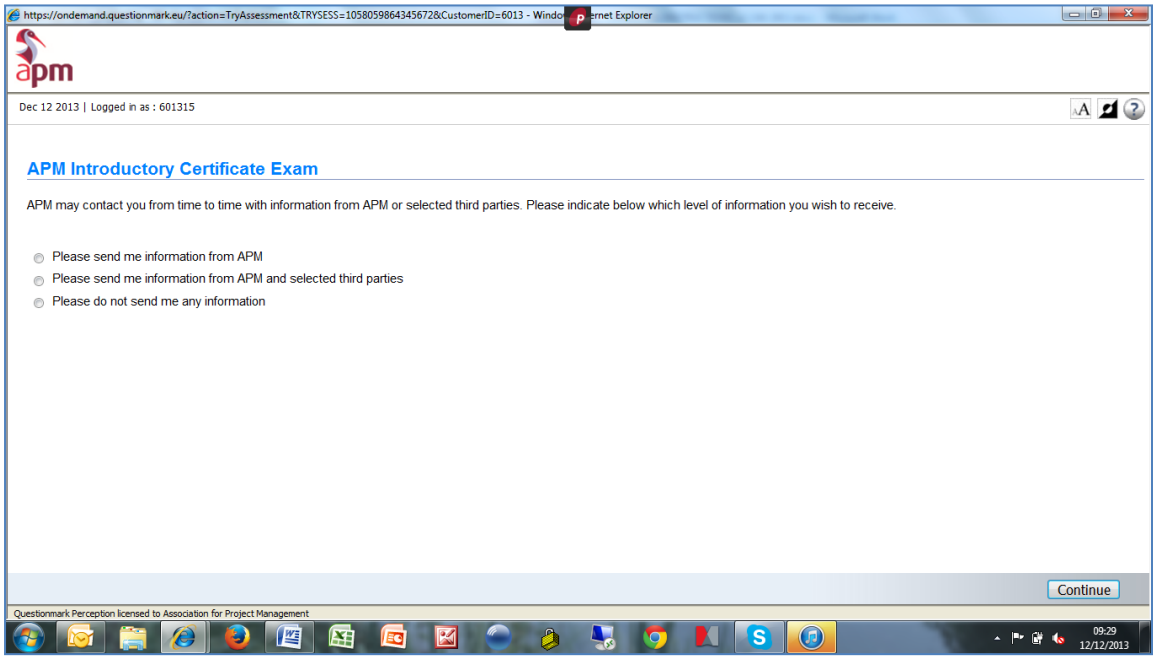
Good luck with your exam!

APPENDIX III

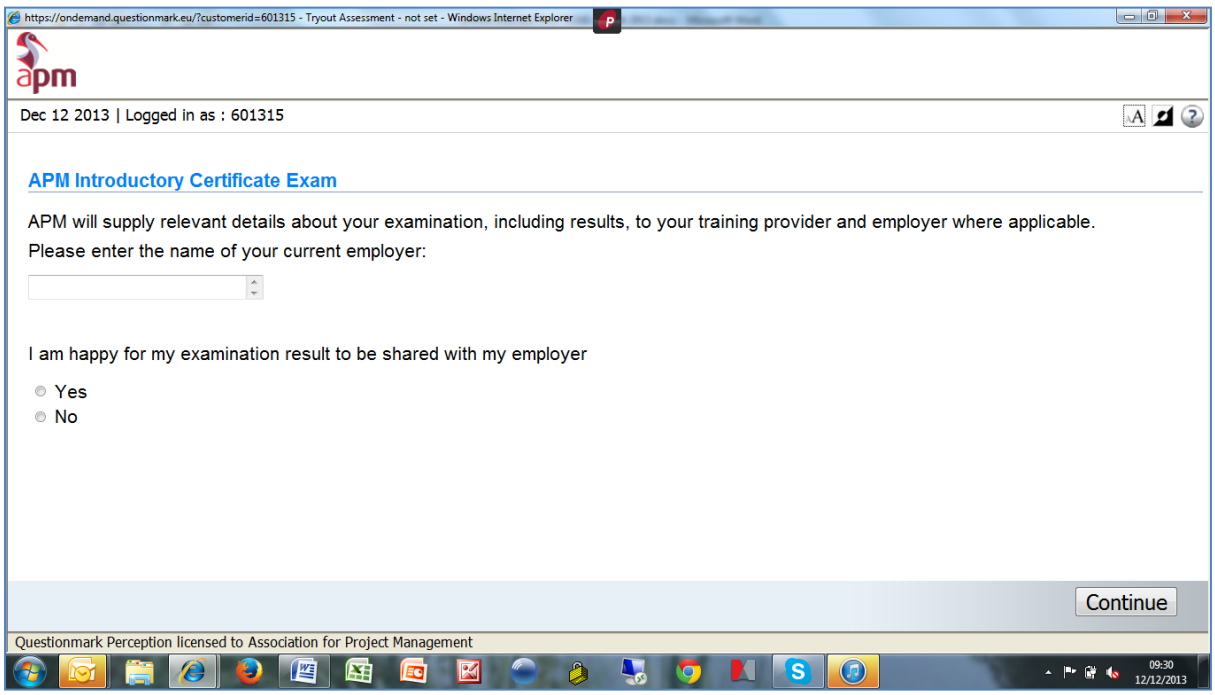
Online exam screen shots: The exam time does not start until the candidate clicks 'Continue' and sees the first question.


Questionmark Perception - Windows Internet Explorer
Questionmark Perception
apm
Oct 23 2013 | Logged in as : suesevern@yahoo.co.uk
Block 1 of 2
Welcome to the APM Introductory Certificate examination.
You have 60 minutes to answer all 60 multiple-choice questions. Clicking "Continue" will begin the examination.
Accessibility settings: You can make the font bigger and/or change the background to blue with yellow writing at the top right of the screen. NB: Once you make changes you will be unable to change them back.
Navigation: The "View Questions" button will allow you to view your progress or navigate to a specific question. You can use the flag icon to highlight any questions that you want to return to at a later point.
Submitting your exam: Clicking "Submit" will submit your answers and end the examination. You will see a warning if any questions are unanswered. Once submitted you will then see an indication of whether you have passed or failed.
Click 'Continue' to begin the examination.
Continue

Screen giving overview of exam and how to operate the screens

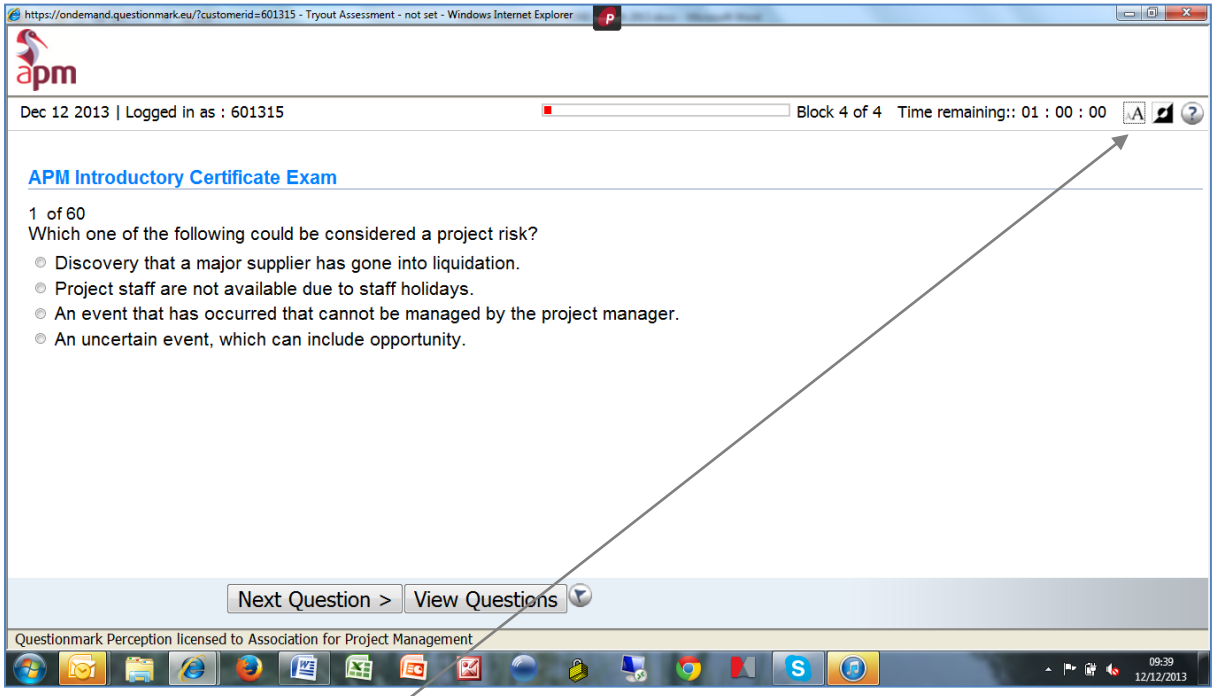

apm
Dec 12 2013 | Logged in as : 601315
APM Introductory Certificate Exam
APM may contact you from time to time with information from APM or selected third parties. Please indicate below which level of information you wish to receive.
Please send me information from APM
Please send me information from APM and selected third parties
Please do not send me any information
Continue
Questionmark Perception licensed to Association for Project Management

Screen requests opt-in / opt-out for Data Protection Act and one answer is compulsory.

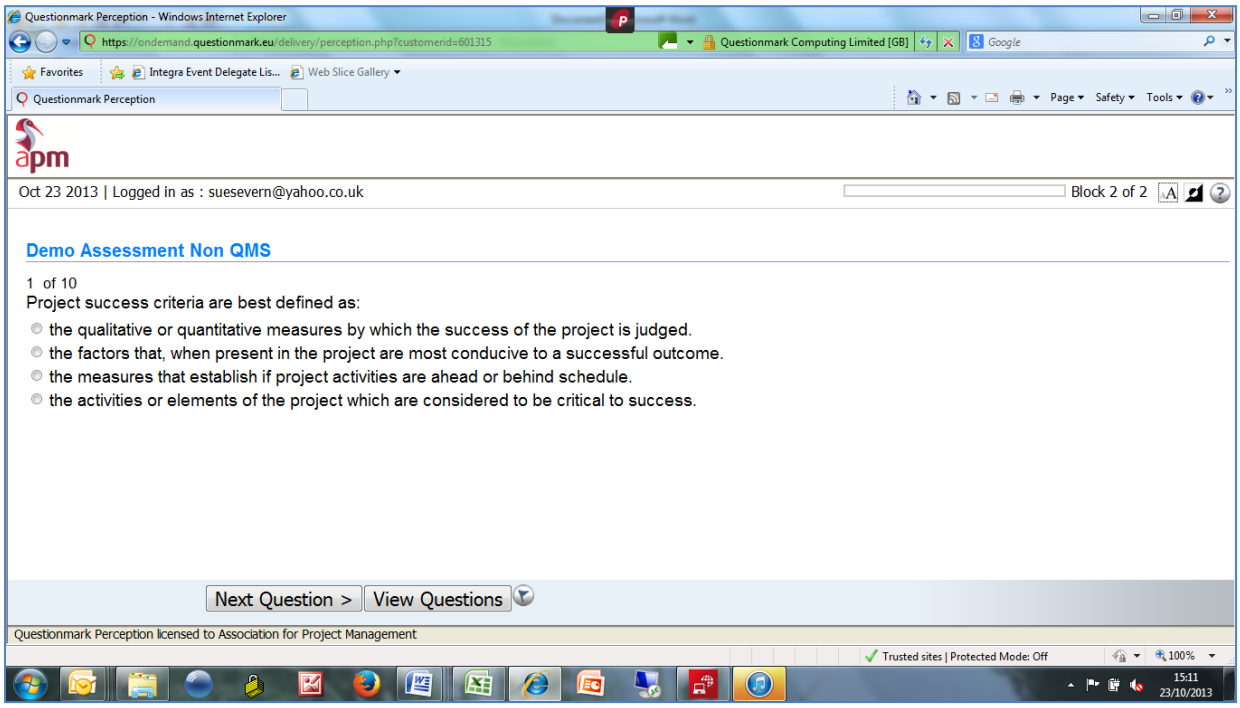

https://ondemand.questionmark.eu/?customerid=601315 - Tryout Assessment - not set - Windows Internet Explorer
apm
Dec 12 2013 | Logged in as : 601315
APM Introductory Certificate Exam
APM will supply relevant details about your examination, including results, to your training provider and employer where applicable.
Please enter the name of your current employer:
I am happy for my examination result to be shared with my employer
Yes
No
Continue
Questionmark Perception licensed to Association for Project Management
09:30
12/12/2013

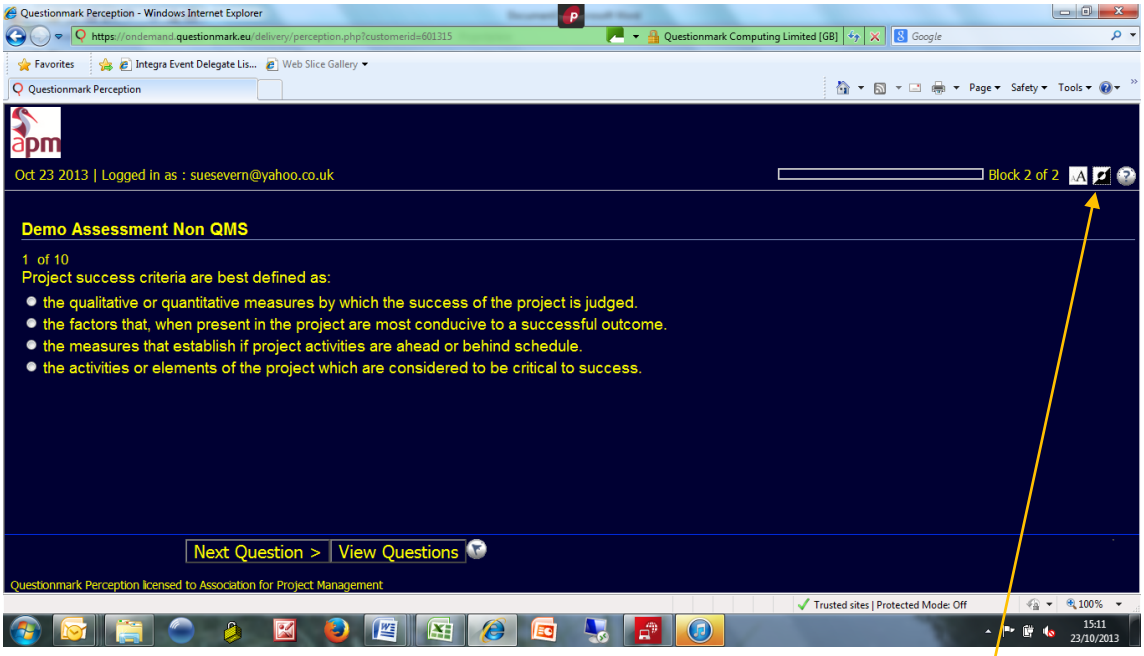
Next screen collects name of employer (if applicable) to allow APM to recognise corporate members and charge the relevant fee.

Candidate should indicate whether APM may or may not share their exam result with their employer.


https://ondemand.questionmark.eu/?customerid=601315 - Tryout Assessment - not set - Windows Internet Explorer
apm
Dec 12 2013 | Logged in as : 601315
Block 4 of 4
Time remaining:: 01 : 00 : 00
APM Introductory Certificate Exam
1 of 60
Which one of the following could be considered a project risk?
Discovery that a major supplier has gone into liquidation.
Project staff are not available due to staff holidays.
An event that has occurred that cannot be managed by the project manager.
An uncertain event, which can include opportunity.
Next Question >
View Questions
Questionmark Perception licensed to Association for Project Management

Pressing next starts the exam and the first question appears. The timer at the top of the screen gives time remaining. Clicking Next Question takes you to the next question. Font can be made larger by clicking the font button at the top right of the screen.


Questionmark Perception - Windows Internet Explorer
Questionmark Computing Limited [GB]
Favorites
Integra Event Delegate Lis...
Web Slice Gallery
Questionmark Perception
apm
Oct 23 2013 | Logged in as : suesevern@yahoo.co.uk
Block 2 of 2
Demo Assessment Non QMS
1 of 10
Project success criteria are best defined as:
the qualitative or quantitative measures by which the success of the project is judged.
the factors that, when present in the project are most conducive to a successful outcome.
the measures that establish if project activities are ahead or behind schedule.
the activities or elements of the project which are considered to be critical to success.
Next Question >
View Questions
Questionmark Perception licensed to Association for Project Management


Questionmark Perception - Windows Internet Explorer
Oct 23 2013 | Logged in as : suesevern@yahoo.co.uk
Block 2 of 2
Demo Assessment Non QMS
1 of 10
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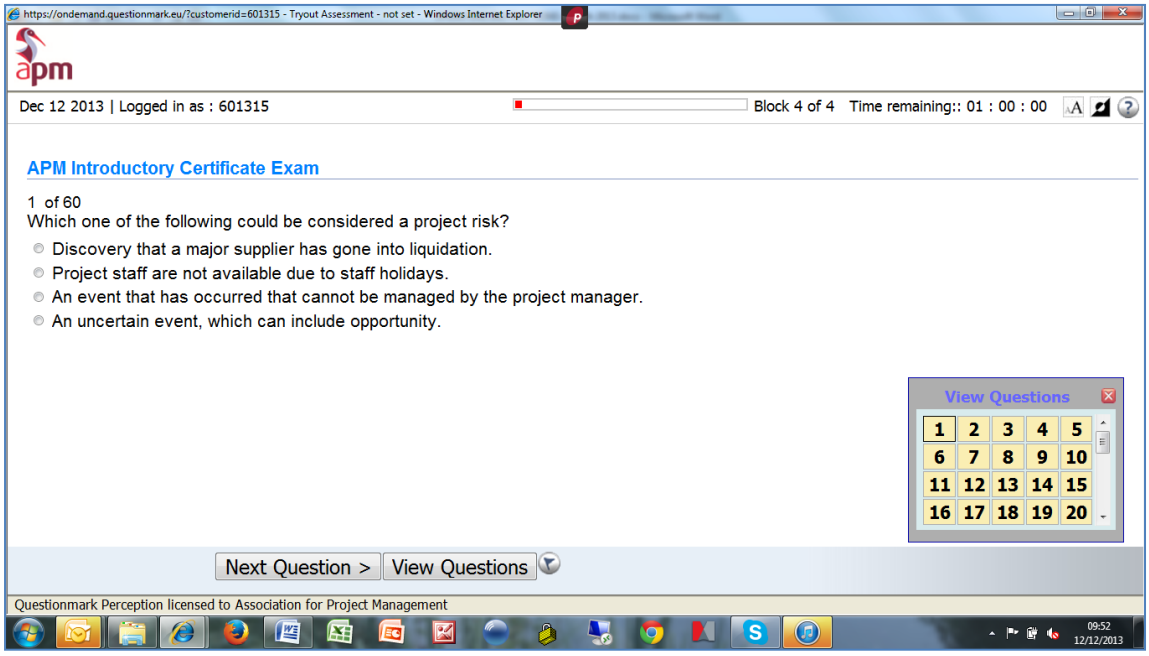
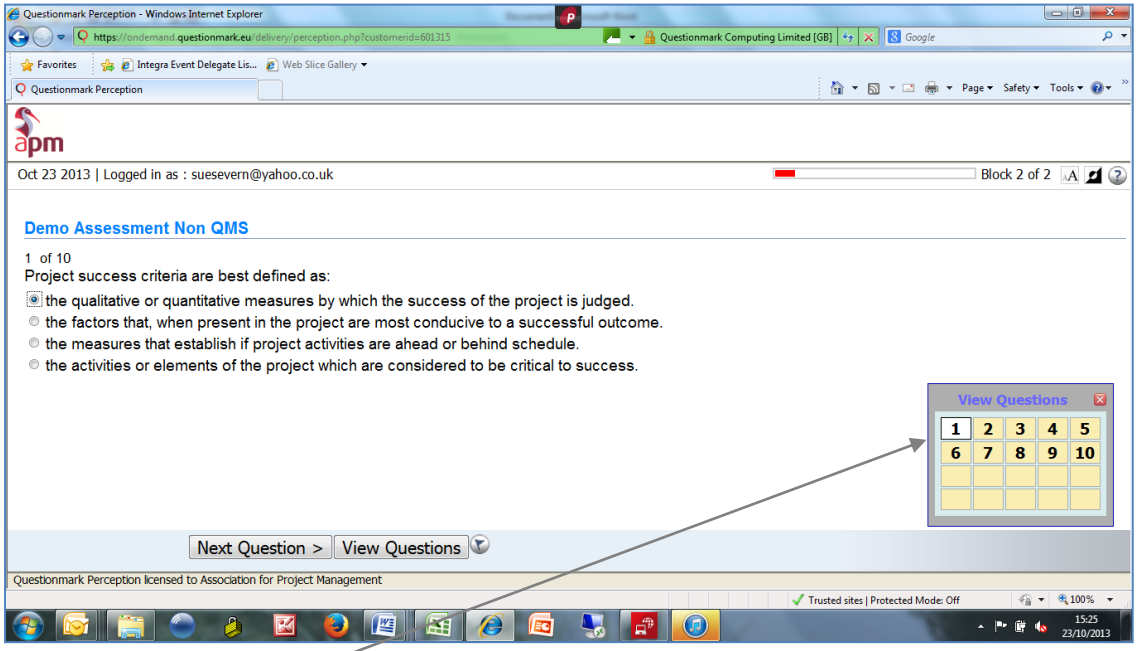
the activities or elements of the project which are considered to be critical to success.
Next Question >
View Questions
Questionmark Perception licensed to Association for Project Management

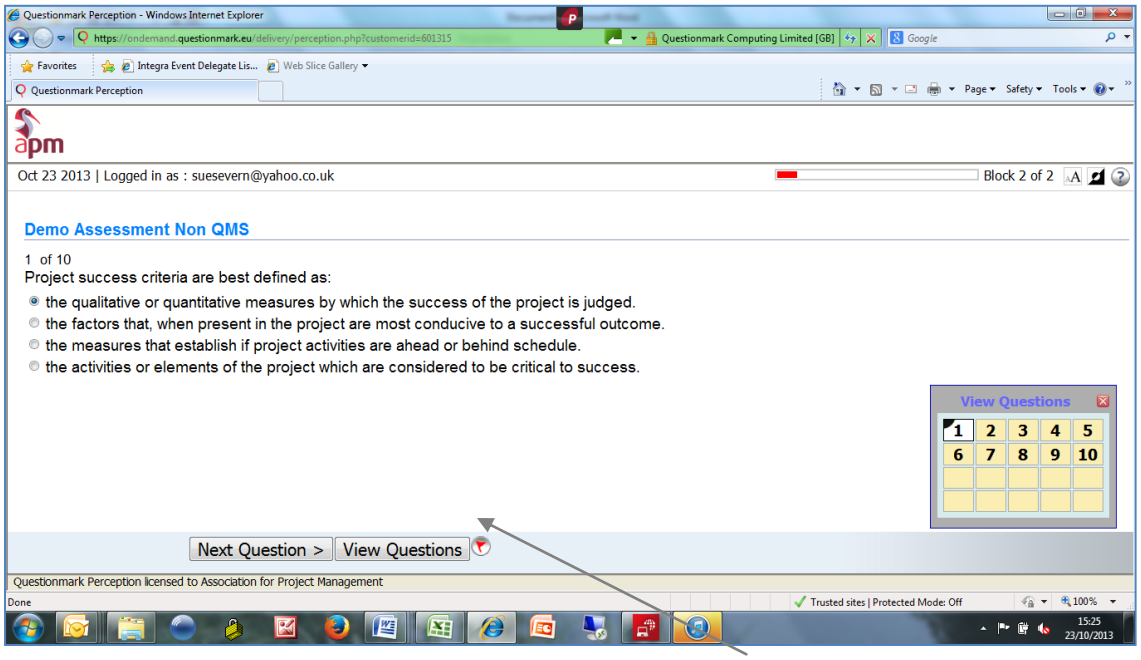
Contrast on screen can be changed by clicking the contrast button at top right of screen.


Dec 12 2013 | Logged in as : 601315
Block 4 of 4
Time remaining:: 01 : 00 : 00
APM Introductory Certificate Exam
1 of 60
Which one of the following could be considered a project risk?
Discovery that a major supplier has gone into liquidation.
Project staff are not available due to staff holidays.
An event that has occurred that cannot be managed by the project manager.
An uncertain event, which can include opportunity.
View Questions
1 2 3 4 5
6 7 8 9 10
11 12 13 14 15
16 17 18 19 20
Next Question >
View Questions
Questionmark Perception licensed to Association for Project Management

Click View Questions to see navigation pane which changes colour as questions are answered.


Questionmark Perception - Windows Internet Explorer
Oct 23 2013 | Logged in as : suesevern@yahoo.co.uk
Block 2 of 2
Demo Assessment Non QMS
1 of 10
Project success criteria are best defined as:
the qualitative or quantitative measures by which the success of the project is judged.
the factors that, when present in the project are most conducive to a successful outcome.
the measures that establish if project activities are ahead or behind schedule.
the activities or elements of the project which are considered to be critical to success.
View Questions
1 2 3 4 5
6 7 8 9 10
Next Question >
View Questions
Questionmark Perception licensed to Association for Project Management

Answered question


Questionmark Perception - Windows Internet Explorer
Oct 23 2013 | Logged in as : suesevern@yahoo.co.uk
Block 2 of 2
Demo Assessment Non QMS
1 of 10
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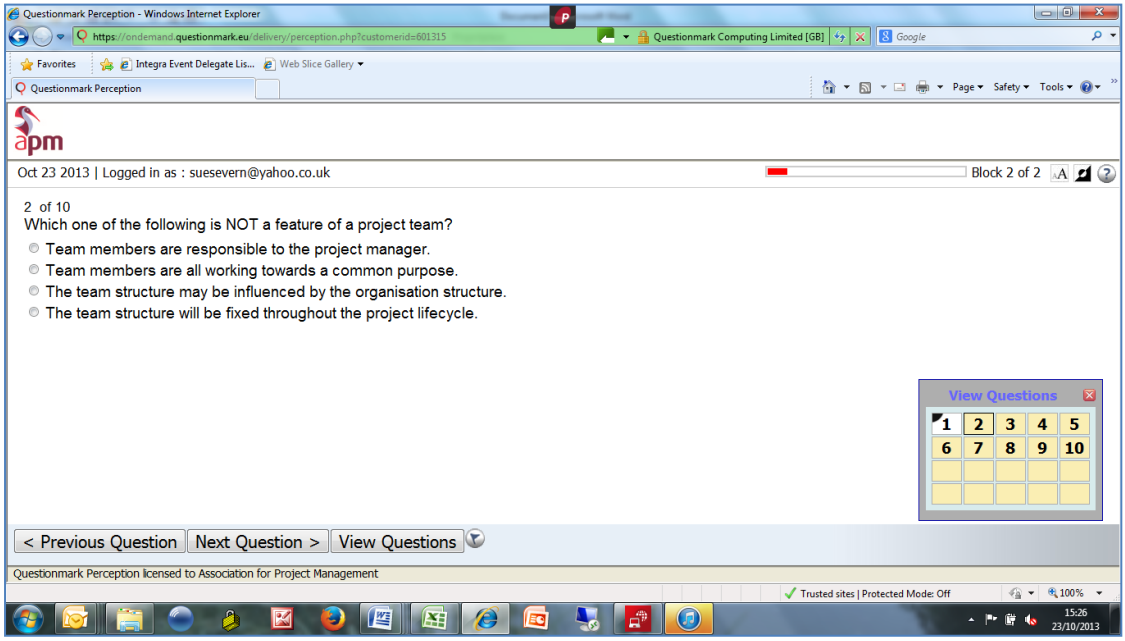
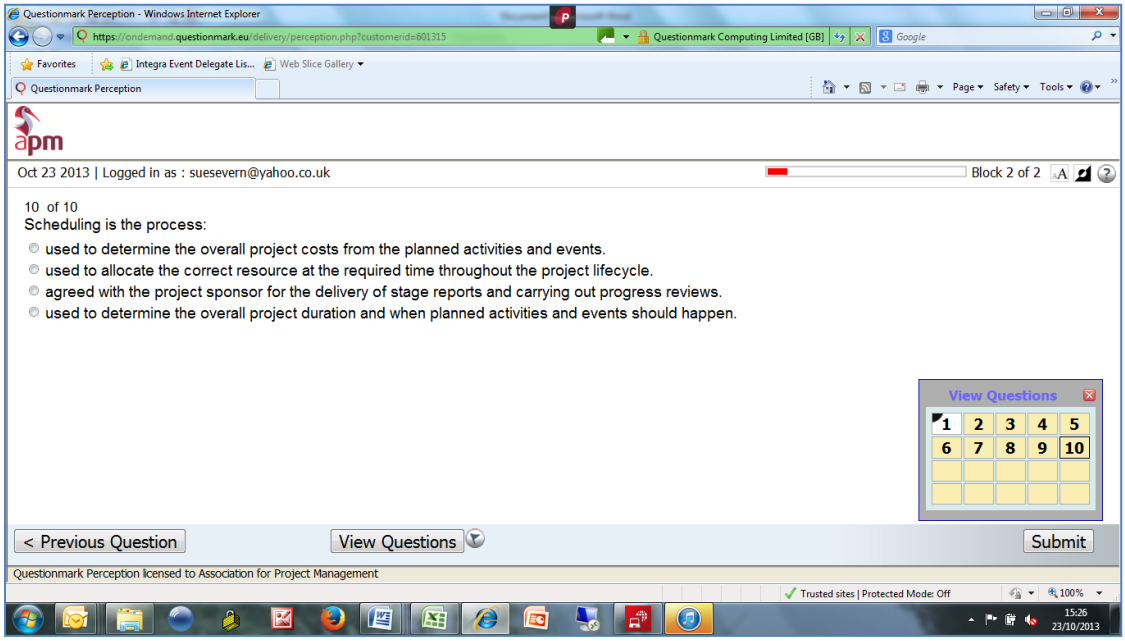
the measures that establish if project activities are ahead or behind schedule.
the activities or elements of the project which are considered to be critical to success.
View Questions
1 2 3 4 5
6 7 8 9 10
Next Question >
View Questions
Questionmark Perception licensed to Association for Project Management

Questions can be flagged to return to by clicking the flag button


Questionmark Perception - Windows Internet Explorer
Oct 23 2013 | Logged in as : suesevern@yahoo.co.uk
Block 2 of 2
2 of 10
Which one of the following is NOT a feature of a project team?
Team members are responsible to the project manager.
Team members are all working towards a common purpose.
The team structure may be influenced by the organisation structure.
The team structure will be fixed throughout the project lifecycle.
View Questions
1 2 3 4 5
6 7 8 9 10
< Previous Question
Next Question >
View Questions
Questionmark Perception licensed to Association for Project Management

Here Question 1 has been answered, and flagged. All other questions are unchanged.


Questionmark Perception - Windows Internet Explorer
Oct 23 2013 | Logged in as : suesevern@yahoo.co.uk
Block 2 of 2
10 of 10
Scheduling is the process:
used to determine the overall project costs from the planned activities and events.
used to allocate the correct resource at the required time throughout the project lifecycle.
agreed with the project sponsor for the delivery of stage reports and carrying out progress reviews.
used to determine the overall project duration and when planned activities and events should happen.
View Questions
1 2 3 4 5
6 7 8 9 10
< Previous Question
View Questions
Submit
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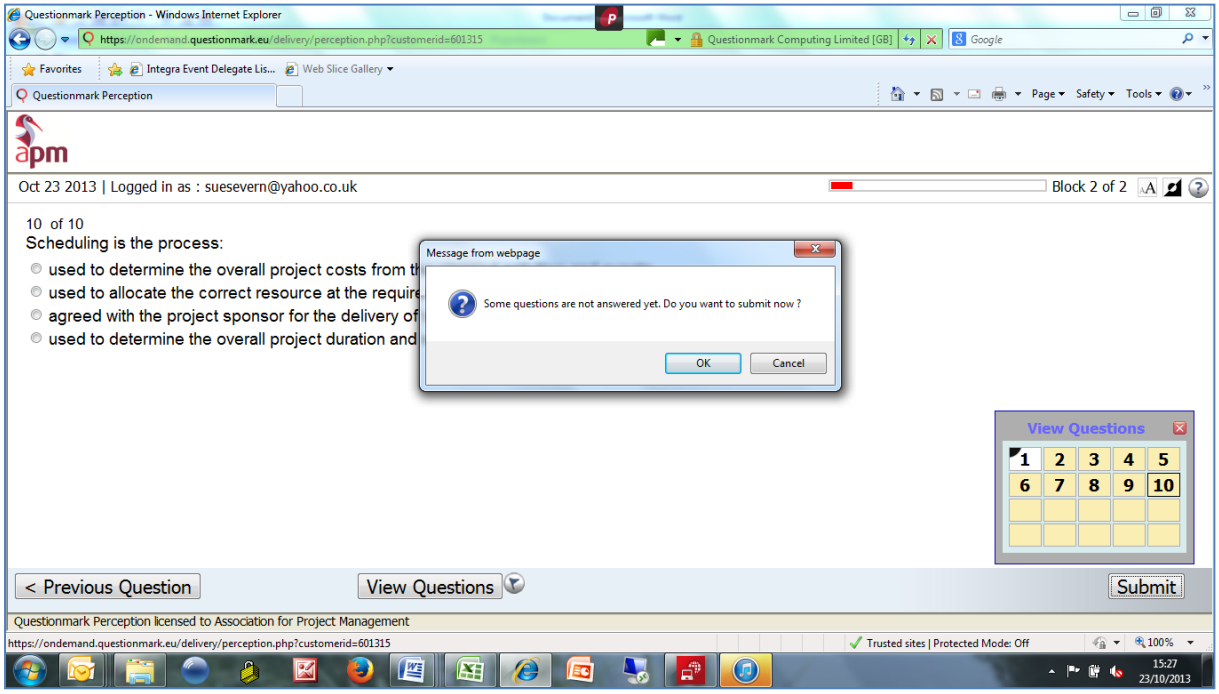
The submit button will not appear until all questions have been looked at.


Questionmark Perception - Windows Internet Explorer
Oct 23 2013 | Logged in as : suesevern@yahoo.co.uk
Block 2 of 2
10 of 10
Scheduling is the process:
used to determine the overall project costs from th
used to allocate the correct resource at the require
agreed with the project sponsor for the delivery of
used to determine the overall project duration and
Message from webpage
Some questions are not answered yet. Do you want to submit now ?
OK
Cancel
View Questions
1 2 3 4 5
6 7 8 9 10
< Previous Question
View Questions
Submit
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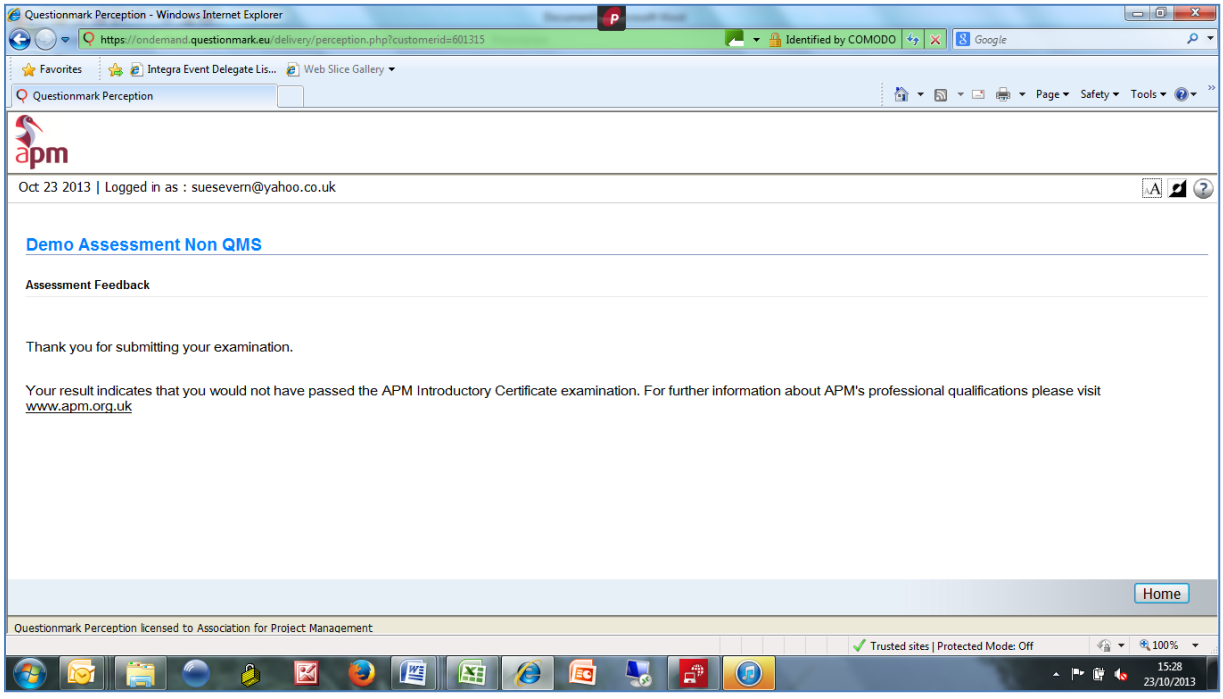
Clicking submit without answering all questions: Warning message appears.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Demo Assessment Non QMS
Assessment Feedback
Thank you for submitting your examination.
Your result indicates that you would not have passed the APM Introductory Certificate examination. For further information about APM's professional qualifications please visit www.apm.org.uk
Home
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The next screen gives the indicative result.

Click Home to return to normal operation.